

**BellSouth Corporation**  
Suite 900  
1133-21st Street, N.W.  
Washington, DC 20036-3351

kathleen.levitz@bellsouth.com

**Kathleen B. Levitz**  
Vice President-Federal Regulatory

202 463 4113  
Fax 202 463 4198

May 6, 2002

WRITTEN EX PARTE

Ms Marlene H. Dortch  
Secretary  
Federal Communications Commission  
The Portals  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Re: CC Docket No. 02-35

Dear Ms Dortch:

Each week KPMG files a written report with the Florida Public Service Commission to document the status of the Florida Third-Party Test of BellSouth's OSS. Attached is the weekly report filed on May 6, 2002. On page 36 of that Report, KPMG states that it has closed Observation 178. I am filing this report with you in response to a request from the FCC staff that BellSouth provide documentation showing that KPMG has closed that Observation.

In accordance with Section 1.1206, I am filing two copies of this notice and the accompanying attachment and request that you please place them in the record of the proceeding identified above. Thank you.

Sincerely,



Kathleen B. Levitz

Attachment

cc: Renee Crittenden  
Ian Dillner  
Daniel Shiman  
Susan Pié  
James Davis-Smith

# Observations and Exceptions

Florida BellSouth OSS Test Evaluation Status

KPMG Consulting,

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation</b>	<b>1</b>	PPR5 Relationship Management Infrastructure	26-Jul-00	21-Mar-01
<b>Closed</b>				
BellSouth does not appear to have public documentation available for CLECs to establish connectivity for TAG, one of their preordering and ordering interfaces.				
<b><u>Current issue:</u></b>				
KPMG Consulting has escalated the issue to an exception (Exception 20). No further action is required.				

<b>Observation</b>	<b>2</b>	PMR5 Metrics	02-Aug-00	23-Aug-00
<b>Closed</b>				
KPMG cannot replicate the values in the "Ordering: Percent Rejected Service Requests" Service Quality Measurement report for the CLEC Aggregate (May 2000).				
<b><u>Current issue:</u></b>				
No further action is required.				

<b>Observation</b>	<b>3</b>	PMR5 Metrics	16-Aug-00	23-Aug-00
<b>Closed</b>				
KPMG cannot replicate the values in the "Ordering: Reject Interval for Non-Trunks" Service Quality Measurement report for the CLEC Aggregate (May 2000).				
<b><u>Current issue:</u></b>				
No further action is required.				

<b>Observation</b>	<b>4</b>	PMR5 Metrics	16-Aug-00	23-Aug-00
<b>Closed</b>				
KPMG cannot replicate the values in the "Ordering: Firm Order Confirmation Timeliness for Non-Trunks" Service Quality Measurement report for the CLEC Aggregate (May 2000).				
<b><u>Current issue:</u></b>				
No further action is required.				

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation</b>	<b>5</b>	PMR 5 Metrics	06-Sep-00	25-Oct-00
<b>Closed</b>				

KPMG cannot replicate the values in the "Provisioning: Average Completion Interval & Order Completion Interval Distribution" Service Quality Measurement report for the CLEC Aggregate (May 2000).

**Current issue:**

No further action is required.

<b>Observation</b>	<b>6</b>	PMR4 Metrics	13-Sep-00	28-Mar-01
<b>Closed</b>				

BellSouth does not properly construct the processed data used to validate certain Ordering Service Quality Measurements (Ordering: FOC timeliness (non-trunks) and Reject interval). BellSouth systematically excludes the entire weekend when calculating reject and firm order confirmation (FOC) intervals for the non-mechanized records of the PMAP Raw Data tables, even when a service request receives a reject or a FOC during the weekend.

**Current issue:**

No further action is required.

<b>Observation</b>	<b>7</b>	PMR 5 Metrics	20-Sep-00	14-Dec-00
<b>Closed</b>				

KPMG cannot replicate the values in the "Provisioning: Average Completion Notice Interval" Service Quality Measurement report for the CLEC Aggregate and BellSouth Retail (May 2000).

**Current issue:**

No further action is required.

<b>Observation</b>	<b>8</b>	PMR5 Metrics	27-Sep-00	18-Oct-00
<b>Closed</b>				

KPMG cannot replicate the values in the "E911: Timeliness" Service Quality Measurement report (May 2000). KPMG also found that BellSouth documents two methods that are inconsistent for calculating the "duration" field used in E911 metrics

**Current issue:**

No further action is required.

<b>Observation</b>	<b>9</b>	PMR 4 & Metrics	04-Oct-00	18-Oct-00
<b>Closed</b>				

BellSouth does not properly construct the processed data used to validate the Provisioning: Total Service Order Cycle Time Service Quality Measurement (SQM) report for BellSouth Retail (May 2000) therefore KPMG Consulting cannot replicate the

**Current issue:**

No further action is required.

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 10</b>	PPR1	Relationship Management Infrastructure	25-Oct-00	22-Feb-02
<b>Closed</b>				
BellSouth does not follow its documented process of providing proper notification intervals when software interfaces are to				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 11</b>	PMR5	Metrics	01-Nov-00	21-Mar-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Percent Rejected Service Requests" Service Quality Measurement report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.				
<u><b>Current issue:</b></u>				
KPMG Consulting has escalated the issue to an exception (Exception 21)				
<b>Observation 12</b>	PMR5	Metrics	08-Nov-00	06-Dec-00
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Reject Interval" Service Quality Measurement report for the CLEC Aggregate (May 2000). KPMG Consulting also found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.				
<u><b>Current issue:</b></u>				
KPMG Consulting has escalated the issue to an exception (Exception 10).				
<b>Observation 13</b>	PMR3	Metrics	08-Nov-00	14-Dec-00
<b>Closed</b>				
BellSouth does not properly notify CLECs when they initiate changes to published historical performance measurement reports and/or the raw data files associated with these reports after this information has been removed from the Performance Measurement and Analysis Platform (PMAP) web site.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 14</b>	PMR5	Metrics	15-Nov-00	02-May-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability LNP – Percent Missed Installation Appointments" Service Quality Measurement report (May 2000).				
<u><b>Current issue:</b></u>				
No further action is required.				

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 15</b>	PMR5	Metrics	29-Nov-00	21-Mar-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Disconnect Timeliness Interval & Average Disconnect Timeliness Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this				
<b><u>Current issue:</u></b>				
KPMG Consulting has escalated the issue to an exception (Exception 22)				
<b>Observation 16</b>	PMR5	Metrics	29-Nov-00	06-Dec-00
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Firm Order Confirmation Timeliness" Service Quality Measurement report (May 2000)				
<b><u>Current issue:</u></b>				
KPMG Consulting has escalated the issue to an exception (Exception 11).				
<b>Observation 17</b>	PMR 5	Metrics	14-Dec-00	07-Feb-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Provisioning: Percent Missed Installation Appointments (Non-Trunks)" Service Quality Measurement report for the CLEC Aggregate (May 2000).				
<b><u>Current issue:</u></b>				
No further action is required.				
<b>Observation 18</b>	PMR 5	Metrics	14-Dec-00	07-Feb-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Customer Trouble Report Rate" Service Quality Measurement report for the CLEC Aggregate (May 2000).				
<b><u>Current issue:</u></b>				
No further action is required.				
<b>Observation 19</b>	PMR 5	Metrics	14-Dec-00	24-Jan-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" Service Quality Measurement report for the CLEC Aggregate (May 2000).				
<b><u>Current issue:</u></b>				
No further action is required.				

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 20</b>	PMR 5	Metrics	14-Dec-00	24-Jan-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Provisioning: Mean Held Order Interval & Distribution Intervals (Non-Trunks)" Service Quality Measurement report for the CLEC Aggregate (May 2000).				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 21</b>	PPR1	Relationship Management Infrastructure	20-Dec-00	21-Mar-01
<b>Closed</b>				
The distribution of Carrier Notification information associated with the BellSouth Change Control Process is not adequate. Furthermore, in BellSouth's implementation of the process, significant information is not included in the Carrier Notifications.				
<u><b>Current issue:</b></u>				
No further action is required for this Observation. KPMG Consulting has escalated the issue to Exception 23.				
<b>Observation 22</b>	PMR5	Metrics	03-Jan-01	11-Apr-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Provisioning: Coordinated Customer Conversions Interval" Service Quality Measurement report for the CLEC Aggregate (September 2000).				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 23</b>	PMR5	Metrics	03-Jan-01	28-Feb-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Ordering: Reject Interval (Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (October 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 24</b>	PMR5	Metrics	03-Jan-01	07-Mar-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Provisioning: Troubles Within 30 Days of Provisioning (Trunks)" Service Quality Measurement report for the CLEC Aggregate (May 2000).				
<u><b>Current issue:</b></u>				
No further action is required.				

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation</b>	<b>25</b>	PMR5	Metrics	03-Jan-01	04-Apr-01
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>26</b>	PPR5	Relationship Management Infrastructure	17-Jan-01	21-Mar-01
<b>Closed</b>					
BellSouth does not have public documentation available for CLECs to correlate the available version(s) of the Telecommunications Access Gateway (TAG) interface with either the BellSouth Business Rules for Local Ordering OSS 99 or the BellSouth Pre-Order Business Rules.					
<u><b>Current issue:</b></u>					
No further action is required on this Observation. KPMG Consulting has escalated the issue to Exception 25.					
<b>Observation</b>	<b>27</b>	PPR1	Relationship Management Infrastructure	17-Jan-01	21-Mar-01
<b>Closed</b>					
BellSouth does not have a clearly defined process for addressing the expedited release of BellSouth documentation defects.					
<u><b>Current issue:</b></u>					
No further action is required on this Observation. KPMG Consulting has escalated the issue to Exception 26.					
<b>Observation</b>	<b>28</b>	PMR5	Metrics	24-Jan-01	31-Jan-01
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Operator Services and Directory Assistance: Speed to Answer Performance/Percent Answered within "X" Seconds - Toll" and the "Operator Services and Directory Assistance: Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)" Service Quality Measurement reports for the CLEC Aggregate (May 2000).					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>29</b>	TVV4	Repair, Provisioning & Maintenance	24-Jan-01	28-Feb-01
<b>Closed</b>					
BellSouth failed to meet the Frame Due Time on Commercial CLEC loop migrations.					
<u><b>Current issue:</b></u>					
No further action is required.					

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 30</b>	TVV4	Repair, Provisioning & Maintenance	24-Jan-01	25-Apr-01
<b>Closed</b>				
The BellSouth UNE -Center does not always call the CLEC Network Operations Center (NOC) to verify and confirm Coordinated Conversions or calls a different telephone number than that which the CLEC designated as the Impcon on the				
<u><b>Current issue:</b></u>				
No further action required.				
<b>Observation 31</b>	PMR5	Metrics	24-Jan-01	07-Mar-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the three Collocation Service Quality Measurement (SQM) reports, "Average Response Time," "Average Arrangement Time," "% of Due Dates Missed," for the CLEC Aggregate (May 2000).				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 32</b>	PMR5	Metrics	31-Jan-01	21-Mar-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Provisioning: Troubles Within 30 Days of Provisioning (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000).				
<u><b>Current issue:</b></u>				
No further action is required for this Observation. KPMG Consulting has escalated this issue to Exception 27.				
<b>Observation 33</b>	TVV1	Order Management	07-Feb-01	21-Mar-01
<b>Closed</b>				
The BellSouth Business Rules for Local Ordering –OSS99, Issue 9K, provides ambiguous information on conditional usage notes of the LOCACT field, a conditional field on the EU form when submitted via the Telecommunications Access Gateway				
<u><b>Current issue:</b></u>				
No further action is required on this Observation. KPMG Consulting has escalated the issue to Exception 28.				
<b>Observation 34</b>	TVV10	Billing	14-Feb-01	21-Mar-01
<b>Closed</b>				
BellSouth improperly populates the "ToNumber" field in the related Daily Usage File (DUF) record for customer service calls (611 calls) placed from telephone numbers within the "407" area code.				
<u><b>Current issue:</b></u>				
No further action is required regarding this Observation. KPMG Consulting has escalated the issue to Exception 29.				



		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation</b>	<b>35</b>	TVV10 Billing	14-Feb-01	21-Mar-01
<b>Closed</b>				
BellSouth has improperly populated the "ToNumber" field in the Access Daily Usage File (ADUF) records for certain long				
<b><u>Current issue:</u></b>				
No further action is required regarding this Observation. KPMG Consulting has escalated the issue to Exception 30.				
<b>Observation</b>	<b>36</b>	TVV10 Billing	14-Feb-01	21-Mar-01
<b>Closed</b>				
BellSouth failed to deliver Daily Usage File (DUF) records for toll-free calls.				
<b><u>Current issue:</u></b>				
No further action is required regarding this Observation. KPMG Consulting has escalated the issue to Exception 31.				
<b>Observation</b>	<b>37</b>	TVV1 Order Management	14-Feb-01	21-Mar-01
<b>Closed</b>				
The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K, provides information inconsistent with the system responses being generated in reference to the Carrier Identification Code field, a conditional field on the Local Service				
<b><u>Current issue:</u></b>				
No further action is required regarding this Observation. KPMG Consulting has escalated the issue to Exception 32.				
<b>Observation</b>	<b>38</b>	TVV4 Repair, Provisioning & Maintenance	21-Feb-01	16-May-01
<b>Closed</b>				
BellSouth issued a Firm Order Commitment (FOC) on a xDSL/Line-Sharing order when the loop could not support xDSL				
<b><u>Current issue:</u></b>				
No further action is required.				
<b>Observation</b>	<b>39</b>	TVV4 Repair, Provisioning & Maintenance	21-Feb-01	06-Jun-01
<b>Closed</b>				
BellSouth did not provision the Central Office splitter equipment assigned to a Line-Share order on the Firm Order Commitment (FOC) date.				
<b><u>Current issue:</u></b>				
No further action is required.				

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 40</b>	TVV4	Repair, Provisioning & Maintenance	21-Feb-01	07-Mar-01
<b>Closed</b>				
There are inconsistencies in BellSouth's process and technical documentation with regard to the allowable foreign voltage parameter established for xDSL loops.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 41</b>	TVV3	Order Management	21-Feb-01	21-Mar-01
<b>Closed</b>				
BellSouth Flow -Through documentation is incomplete and inconsistent, specifically the Flow -Through Ordering Matrix, Flow-Through Parameters, and the BellSouth Service Quality Measurement Plan LSR Flow-Through Matrix.				
<u><b>Current issue:</b></u>				
No further action is required regarding this Observation. KPMG Consulting has escalated the issue to Exception 33.				
<b>Observation 42</b>	TVV10	Billing	28-Feb-01	18-Jul-01
<b>Closed</b>				
BellSouth failed to deliver Daily Usage File (DUF) records for a variety of completed calls.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 43</b>	TVV1	Order Management	08-Mar-01	22-Aug-01
<b>Closed</b>				
KPMG Consulting is unable to complete several orders using the Electronic Data Interchange (EDI) interface.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 44</b>	PPR14	Repair, Provisioning & Maintenance	14-Mar-01	18-Jul-01
<b>Closed</b>				
BellSouth does not meet the stated intervals and target objectives for maintenance on UNE Non-Designed (SL1) Loops.				
<u><b>Current issue:</b></u>				
No further action is required.				

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation</b>	<b>45</b>	TVV4	Repair, Provisioning & Maintenance	14-Mar-01	13-Feb-02
<b>Closed</b>					
BellSouth returned Firm Order Commitment (FOC) Frame Due Times that do not match the regular hours for provisioning.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>46</b>	TVV1	Order Management	14-Mar-01	18-Apr-01
<b>Closed</b>					
The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K , do not accurately describe the process for submitting orders for ISDN-BRI Resale Service.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>47</b>	TVV1	Order Management	14-Mar-01	18-Apr-01
<b>Closed</b>					
KPMG Consulting is unable to receive documents using the Electronic Data Interchange (EDI) interface.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>48</b>	TVV1	Order Management	14-Mar-01	16-Aug-01
<b>Closed</b>					
The BellSouth Business Rules for Local Ordering OSS '99, Issue 9K, does not offer CLECs instruction on how to submit an order for the migration of a customer's Digital Signal 1 (DS1) unbundled (UNE) loop with Local Number Portability.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>49</b>	TVV1	Order Management	21-Mar-01	08-Aug-01
<b>Open</b>					
BellSouth does not provide time stamps for Local Service Request (LSR) Order Clarifications and Completions via the LENS order manager software.					
<u><b>Current issue:</b></u>					
At the direction of the Florida Public Service Commission, this Observation is currently on hold.					

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation</b>	<b>50</b>	TVV10	Billing	21-Mar-01	11-Apr-01
<b>Closed</b>					
BellSouth incorrectly billed for unbundled usage for various call types.					
<u><b>Current issue:</b></u>					
No further action required.					
<b>Observation</b>	<b>51</b>	TVV10	Billing	21-Mar-01	11-Apr-01
<b>Closed</b>					
BellSouth incorrectly billed for resale usage for various call types.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>52</b>	TVV1	Order Management	28-Mar-01	25-Jul-01
<b>Closed</b>					
BellSouth does not provide time stamps for Local Service Request (LSR) Order Clarifications and Errors (CLR/ERR), Firm Order Confirmations (FOCs) and Completion Notices (CNs) via the RoboTAG order management software.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>53</b>	PPR5	Relationship Management Infrastructure	28-Mar-01	25-Jul-01
<b>Closed</b>					
BellSouth does not appear to have Electronic Data Interchange (EDI) interface documentation available to CLECs to describe the limitations (if any) on the size of an EDI batch transmission nor the quantity or frequency of batch transmissions that a CLEC may send to BellSouth.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>54</b>	PPR5	Relationship Management Infrastructure	28-Mar-01	25-Jul-01
<b>Closed</b>					
BellSouth does not appear to have Telecommunications Access Gateway (TAG) documentation available to CLECs to describe limitations or design recommendations for the following TAG elements: Application IDs, Notification Servers, TAG APIs, nor does it provide any recommendations as to a appropriate relationship between these item.					
<u><b>Current issue:</b></u>					
No further action is required.					

		<b><i>Test and Domain</i></b>	<b><i>Date of First Call</i></b>	<b><i>Latest activity</i></b>
<b><i>Observation</i></b>	<b><i>55</i></b>	TVV1    Order Management	04-Apr-01	05-Sep-01
<b><i>Closed</i></b>				
KPMG Consulting is unable to receive responses using the Electronic Data Interchange (EDI) interface.				
<b><u>Current issue:</u></b>				
No further action is required.				

<b><i>Observation</i></b>	<b><i>56</i></b>	TVV1    Order Management	11-Apr-01	25-Jul-01
<b><i>Closed</i></b>				
BellSouth had implemented business rule updates from the BellSouth Business Rules for Local Ordering - OSS99, Issue 9L prior to its release on March 30, 2001.				
<b><u>Current issue:</u></b>				
No further action is required.				

<b><i>Observation</i></b>	<b><i>57</i></b>	PMR5    Metrics		29-Aug-01
<b><i>Closed</i></b>				
KPMG Consulting cannot replicate the values in the "Provisioning: Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (January 2001).				
<b><u>Current issue:</u></b>				
No further action is required.				

<b><i>Observation</i></b>	<b><i>58</i></b>	TVV1    Order Management		15-Aug-01
<b><i>Closed</i></b>				
The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9L , does not allow Competitive Local Exchange Carriers (CLECs) to submit a Local Service Request (LSR) manually as a SUP to an electronically submitted order.				
<b><u>Current issue:</u></b>				
No further action is required.				

<b><i>Observation</i></b>	<b><i>59</i></b>	TVV4    Repair, Provisioning & Maintenance		27-Jun-01
<b><i>Closed</i></b>				
BellSouth does not have a documented process to reconcile a mismatch in the CLEC Telephone Number and the BellSouth Telephone Number on coordinated conversions with Local Number Portability (LNP).				
<b><u>Current issue:</u></b>				
No further action is required.				

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation</b>	<b>60</b>	TVV1 Order Management	18-Apr-01	29-Aug-01
<b>Closed</b>				

The RoboTAG interface fails to provide Miscellaneous Account Numbers (MANs) for all cities in Florida.

**Current issue:**

No further action is required.

<b>Observation</b>	<b>61</b>	TVV8 Repair, Provisioning & Maintenance		23-May-01
<b>Closed</b>				

BellSouth does not close trouble tickets in a timely manner when requested by a CLEC using the ECTA Interface.

**Current issue:**

No further action is required.

<b>Observation</b>	<b>62</b>	PPR14 Repair, Provisioning & Maintenance		18-Jul-01
<b>Closed</b>				

KPMG Consulting found that with respect to the trouble reporting process, information about network outages or service-impacting conditions is not provided to CLECs as it is to retail customers.

**Current issue:**

No further action is required.

<b>Observation</b>	<b>63</b>	TVV9 Repair, Provisioning & Maintenance	02-May-01	18-Jul-01
<b>Closed</b>				

KPMG Consulting observed that the BellSouth Customer Wholesale Interconnect Network Service (CWINS) Center trouble receipt process restricts a CLEC from reporting more than three troubles on a single call.

**Current issue:**

No further action is required.

<b>Observation</b>	<b>64</b>	TVV1 Order Management		09-Jan-02
<b>Closed</b>				

KPMG Consulting has not received responses to several Local Service Requests (LSRs) submitted via the Telecommunications Access Gateway (TAG) interface.

**Current issue:**

No further action is required.

	<b>Test and Domain</b>	<b>Date of First Call</b>	<b>Latest activity</b>
<b>Observation 65</b>	TVV1 Order Management		05-Sep-01
<b>Closed</b>			
KPMG Consulting has not received responses to several Local Service Requests (LSRs) using the Electronic Data Interchange (EDI) interface.			
<u><b>Current issue:</b></u>			
No further action is required.			

<b>Observation 66</b>	PPR6 Repair, Provisioning & Maintenance		18-Jul-01
<b>Closed</b>			
BellSouth does not have a documented process to guide CLECs through completing CLEC Selective Routing Ordering Documents for Resale Flat Rate Line Class Codes.			
<u><b>Current issue:</b></u>			
No further action is required.			

<b>Observation 67</b>	PPR 8 Order Management	16-May-01	25-Jul-01
<b>Closed</b>			
The hours of operation for BellSouth's Retail Business Offices and the wholesale Local Carrier Service Center (LCSC) are			
<u><b>Current issue:</b></u>			
No further action is required.			

<b>Observation 68</b>	PMR5 Metrics		12-Dec-01
<b>Closed</b>			
KPMG Consulting cannot replicate the values for the "Ordering: Percent Flow Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000).			
<u><b>Current issue:</b></u>			
No further action is required.			

<b>Observation 69</b>	PMR2 Metrics	14-May-01	14-Nov-01
<b>Closed</b>			
The formulas specified in the SQM document for calculating the SQMs listed below are inconsistent with the benchmarks ordered by the Florida Public Service Commission.			
Ordering: Reject Interval			
Ordering: Firm Order Confirmation Timeliness			
Provisioning: Coordinated Customer Conversions Interval			
Change Management: Average Delay Days for Change Management Notices			
Change Management: Average Delay Days for Documentation			

**Current issue:**  
No further action is required.

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		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation</b>	<b>70</b>	PMR2 Metrics	16-May-01	18-Jul-01
<b>Closed</b>				

The implementation of the exclusions relative to service requests cancelled by the CLEC, as stated in the "Ordering: LNP-Percent Rejected Service Requests" SQM Exclusions section, may lead to misleading metric results.

**Current issue:**

No further action is required.

<b>Observation</b>	<b>71</b>	PPR15 Repair, Provisioning & Maintenance		05-Jul-01
<b>Closed</b>				

BellSouth has no documented procedures for Help Desk assistance at the Customer Wholesale Interconnect Network Service (CWINS) Centers for CLECs reporting troubles using the Trouble Analysis Facilitation Interface (TAFI).

**Current issue:**

No further action is required.

<b>Observation</b>	<b>72</b>	PMR4 Metrics	23-May-01	01-Aug-01
<b>Closed</b>				

BellSouth's inability to capture and retain CLEC LENS data for December – March 2001 prevents KPMG Consulting from conducting the Data Integrity (PMR4) test for the "Operations Support Systems: Average Response Time and Response Interval (Pre-Ordering/Ordering)" SQM. BellSouth's SQM reports for this metric may also be suspect.

**Current issue:**

No further action is required.

<b>Observation</b>	<b>73</b>	PMR3 Metrics	23-May-01	17-Oct-01
<b>Closed</b>				

BellSouth did not properly conduct a downstream impact analysis when transitioning between LENS systems for the "Operations Support Systems: Average Response Time and Response Interval (Pre-Ordering/Ordering).

**Current issue:**

No further action is required.

<b>Observation</b>	<b>74</b>	TVV1 Order Management	23-May-01	03-Oct-01
<b>Closed</b>				

BellSouth does not provide the expected response to Address Validation Query by Telephone Number (AVQ\_TN) submitted through the Telecommunications Access Gateway (TAG).

**Current issue:**

No further action is required.



		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation</b>	<b>75</b>	PPR14 Repair, Provisioning & Maintenance	23-May-01	05-Sep-01
<b>Closed</b>				

KPMG Consulting observed areas in the Work Management Center (WMC) process that appear to lack safeguards that would ensure that wholesale service is afforded the same considerations and priorities as retail service.

**Current issue:**

No further action is required.

<b>Observation</b>	<b>76</b>	TVV4 Repair, Provisioning & Maintenance	23-May-01	25-Jul-01
<b>Closed</b>				

The BellSouth Provisioning Line Sharing - Method and Procedure document does not instruct the Central Office technician to half tap the circuit during the provisioning conversion .

**Current issue:**

No further action is required.

<b>Observation</b>	<b>77</b>	TVV1 Order Management	23-May-01	09-Jan-02
<b>Closed</b>				

BellSouth does not provide sequential telephone numbers as requested using the Telephone Number Availability Query

**Current issue:**

No further action is required.

<b>Observation</b>	<b>78</b>	TVV9 Repair, Provisioning & Maintenance	23-May-01	18-Jul-01
<b>Closed</b>				

KPMG Consulting observed that the BellSouth Customer Wholesale Interconnect Network Service (CWINS) Center does not always provide CLECs with an appointment or estimated time to repair (ETTR) when trouble reports are opened.

**Current issue:**

No further action is required.

<b>Observation</b>	<b>79</b>	TVV1 Order Management	23-May-01	08-Aug-01
<b>Closed</b>				

BellSouth requires Company Code for Loop Makeup Data on Working Loops Query (LMU\_WL) and Loop Makeup Data on Spare Facility Query (LMU\_SF) but does not mention the field in the Pre-Order Business Rules.

**Current issue:**

No further action is required.

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 80</b>	TVV11	Billing		16-Jan-02
<b>Closed</b>				
The application of recurring and non-recurring charges associated with UNE ports denoted by the Universal Service Order Code (USOC) UEPLX, appear to be inconsistent.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 81</b>	TVV1	Order Management	13-Jun-01	19-Dec-01
<b>Closed</b>				
KPMG Consulting has not received manual Firm Order Confirmations (FOC) on orders that have been assigned a Completed Status (CP) in Bellsouth's Customer Service Order Tracking System (CSOTS).				
<u><b>Current issue:</b></u>				
No further action is required. KPMG Consulting to escalate to exception.				
<b>Observation 82</b>	TVV4	Repair, Provisioning & Maintenance	20-Jun-01	21-Jan-02
<b>Open</b>				
BellSouth's systems or representatives did not update Customer Service Records (CSRs) consistently following a change in the status of a customer's account.				
<u><b>Current issue:</b></u>				
Observation 82 is linked with Exception 112. KPMG Consulting is currently planning for a retest.				
<b>Observation 83</b>	TVV6	Repair, Provisioning & Maintenance	20-Jun-01	24-Oct-01
<b>Closed</b>				
The BellSouth Electronic Communications Trouble Administration (ECTA) system failed to adhere to the Joint Implementation Agreement with regard to Front End Close Out (FECO) functionality .				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 84</b>	TVV1	Order Management	20-Jun-01	15-Aug-01
<b>Closed</b>				
The BellSouth Business Rules for Local Ordering - OSS'99 contains inaccurate information regarding where to fax Unbundled Network Elements (UNE) service requests.				
<u><b>Current issue:</b></u>				
No further action is required.				

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 85</b>	TVV4	Repair, Provisioning & Maintenance	20-Jun-01	18-Jul-01
<b>Closed</b>				
The BellSouth ADSL Synchronization at Central Office Methods and Procedures", "Central Office Methods and Procedures for ADSL, and ADSL Provisioning and Testing Job Aids documents fail to instruct the Central Office technician to conduct a second Automated Number Announcement Circuit (ANAC) test of the cable and pair.				
<b><u>Current issue:</u></b>				
No further action is required.				
<b>Observation 86</b>	PPR1	Relationship Management Infrastructure	05-Jul-01	13-Feb-02
<b>Closed</b>				
The BellSouth Release Management Team does not provide all prioritized Change Requests to the BellSouth IT Team for development and implementation.				
<b><u>Current issue:</u></b>				
No further action is required.				
<b>Observation 87</b>	TVV1	Order Management	05-Jul-01	28-Mar-02
<b>Open</b>				
The Local Exchange Navigation System (LENS) interface does not support orders requesting to move a CLEC account outside of the end user's location (ACT T).				
<b><u>Current issue:</u></b>				
KPMG Consulting is currently awaiting a BellSouth implementation date in order to proceed with testing of the issues identified in this observation. Also, reviewing the BellSouth 2nd Amended Response received on 3/28/02.				
<b>Observation 88</b>	PMR3	Metrics	05-Jul-01	22-Aug-01
<b>Closed</b>				
KPMG Consulting has discovered that BellSouth has no documentation that describes the process of notifying outside parties of metrics changes.				
<b><u>Current issue:</u></b>				
No further action is required.				
<b>Observation 89</b>	TVV1	Order Management	05-Jul-01	03-Oct-01
<b>Closed</b>				
The BellSouth Pre-Order Business Rules does not clearly and consistently define the values for completing the Address Validation Query (AVQ) submitted via the Telecommunications Access Gateway (TAG).				
<b><u>Current issue:</u></b>				
No further action is required.				

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 90</b>	TVV1	Order Management	11-Jul-01	14-Nov-01
<b>Closed</b>				
BellSouth's Pre-Order Business Rules for Loop Makeup Data on Working Loops Query (LMU_WL) conflicts with the Telecommunications Access Gateway (TAG) API Reference Guide on Circuit ID (CKT-ID) and Telephone number (TN) field				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 91</b>	TVV1	Order Management	18-Jul-01	30-Jan-02
<b>Closed</b>				
BellSouth provides inaccurate and inconstant date and time stamps on their responses to Local Service Requests (LSRs) submitted via RoboTAG.				
<u><b>Current issue:</b></u>				
No further action required.				
<b>Observation 92</b>	TVV1	Order Management	18-Jul-01	30-Jan-02
<b>Closed</b>				
KPMG Consulting has not received Firm Order Confirmations (FOCs) from the Local Carrier Service Center (LCSC) after faxing supplemental Local Service Requests (LSRs) to cancel existing orders.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 93</b>	TVV1	Order Management		28-Nov-01
<b>Closed</b>				
KPMG Consulting has not received timely telephone number assignment and query (TN Assignment & Query) pre-orders responses when submitting via the Telecommunications Access Gateway.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 94</b>	TVV3	Order Management	18-Jul-01	28-Nov-01
<b>Closed</b>				
KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Local Service Requests (LSR) submitted electronically via the mechanized ordering process.				
<u><b>Current issue:</b></u>				
No further action is required.				

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation</b>	<b>95</b>	TVV1	Order Management	01-Aug-01	23-Jan-02
<b>Closed</b>					
KPMG Consulting has not received timely mechanized Unbundled Network Element Switched Combinations Firm Order Confirmations (FOCs) from BellSouth's Telecommunications Access Gateway (TAG) interface.					
<u><b>Current issue:</b></u>					
No further action required.					
<b>Observation</b>	<b>96</b>	TVV1	Order Management	01-Aug-01	29-Aug-01
<b>Withdrawn</b>					
KPMG Consulting has not received timely partially mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>97</b>	TVV1	Order Management	01-Aug-01	29-Aug-01
<b>Withdrawn</b>					
KPMG Consulting has not received timely partially mechanized Firm Order Conformations (FOCs) from BellSouth's Telecommunications Access Gateway (TAG) interface.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>98</b>	PPR6	Repair, Provisioning & Maintenance	08-Aug-01	26-Sep-01
<b>Closed</b>					
BellSouth's Selective Call Routing Using Line Class Codes documentation is inconsistent and incomplete.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Observation</b>	<b>99</b>	TVV1	Order Management	08-Aug-01	05-Dec-01
<b>Closed</b>					
BellSouth's RoboTAG information requirement for REQTYP M ACT W service requests is inconsistent with the BellSouth Business Rules for Local Ordering, OSS99.					
<u><b>Current issue:</b></u>					
KPMG Consulting has escalated Observation 99 to Exception status. No further action is required on behalf of the observation.					

	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 100</b>	TVV1	Order Management	08-Aug-01	06-Feb-02
<b>Closed</b>				
KPMG Consulting has not received timely Completion Notices (CNs) submitted via the Electronic Data Interchange (EDI) and Telecommunications Access Gateway (TAG).				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 101</b>	TVV1	Order Management	08-Aug-01	29-Aug-01
<b>Closed</b>				
KPMG Consulting has not received timely mechanized Unbundled Network Elements – Loop (UNE-L) Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 102</b>	TVV6	Repair, Provisioning & Maintenance	15-Aug-01	13-Mar-02
<b>Closed</b>				
The BellSouth ECTA system failed to process the Mechanized Loop Test (MLT) as designed.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 103</b>	TVV11	Billing	15-Aug-01	15-Aug-01
<b>Closed</b>				
BellSouth distributed CABS bills to KPMG Consulting which contained an incorrect rate.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 104</b>	TVV1	Order Management	15-Aug-01	06-Feb-02
<b>Closed</b>				
KPMG Consulting has experienced multiple system errors while processing Local Service Requests (LSRs) through the Local Exchange Navigation System (LENS) interface.				
<u><b>Current issue:</b></u>				
No further action required.				

	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 105</b>	PMR5	Metrics	15-Aug-01	27-Feb-02
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the Provisioning: Hot Cut Conversions - % Provisioning Troubles Within 7 days of a completed Service Order Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics				
<u><b>Current issue:</b></u>				
No further action is required on the part of BellSouth.				
<b>Observation 106</b>	TVV4	Repair, Provisioning & Maintenance	22-Aug-01	21-Mar-02
<b>Open</b>				
BellSouth's systems or representatives have not consistently updated the directory databases as specified in orders submitted by KPMG Consulting.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently reviewing the BellSouth Response.				
<b>Observation 107</b>	TVV8	Repair, Provisioning & Maintenance	22-Aug-01	23-Jan-02
<b>Closed</b>				
The BellSouth Electronic Bonding Trouble Administration system failed to appropriately process 'cancelTroubleReport'				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 108</b>	TVV1	Order Management	22-Aug-01	13-Feb-02
<b>Closed</b>				
BellSouth Business Rules for Local Ordering - OSS99 , contains inconsistent and incomplete instructions necessary for Competitive Local Exchange Carriers (CLECs) to access and use BellSouth's systems.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 109</b>	PPR8	Order Management	29-Aug-01	19-Dec-01
<b>Closed</b>				
The service-level of access objectives for BellSouth's wholesale and retail call centers are not at parity.				
<u><b>Current issue:</b></u>				
No further action is required.				

	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 110</b>	PMR5	Metrics		12-Sep-01
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 111</b>	PPR8	Order Management	05-Sep-01	11-Oct-01
<b>Closed</b>				
BellSouth has implemented an inadequate process for CLEC interaction with the Local Carrier Service Center (LCSC) Fleming Island Call Center.				
<u><b>Current issue:</b></u>				
No further action required.				
<b>Observation 112</b>	PMR2	Metrics	05-Sep-01	29-Nov-01
<b>Closed</b>				
The formula specified in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) document is inconsistent with the benchmark ordered by the Florida Public Service Commission.				
<u><b>Current issue:</b></u>				
No further activity required.				
<b>Observation 113</b>	PMR5	Metrics	05-Sep-01	27-Feb-02
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.				
<u><b>Current issue:</b></u>				
KPMG Consulting closed this observation and raised the issues identified therein to exception status ( Exception 153).				
<b>Observation 114</b>	PPR7	Order Management	05-Sep-01	16-Jan-02
<b>Closed</b>				
The performance evaluation processes and procedures for BellSouth's Retail and Wholesale manual ordering centers are not				
<u><b>Current issue:</b></u>				
No further action is required.				



		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 115</b>	PPR2	Relationship Management Infrastructure	05-Sep-01	06-Feb-02
<b>Open</b>				

The BellSouth Account Team does not respond to CLEC inquiries within the documented customer contact timeframes.

**Current issue:**

No further action is required on the part of BellSouth.

<b>Observation 116</b>	PPR1	Relationship Management Infrastructure	05-Sep-01	27-Feb-02
<b>Closed</b>				

BellSouth did not follow the guidelines for notification of non-system impacting changes to the BellSouth Business Rules for Local Ordering (BBR-LO) as defined in the Change Control Process.

**Current issue:**

No further action is required.

<b>Observation 117</b>	TVV4	Repair, Provisioning & Maintenance	12-Sep-01	28-Nov-01
<b>Closed</b>				

KPMG Consulting has observed that BellSouth.net has access to greater information from a loop qualification report than that of a DLEC/CLEC requesting a loop qualification for the same telephone number.

**Current issue:**

No further action required.

<b>Observation 118</b>	PMR3	Metrics	12-Sep-01	27-Mar-02
<b>Closed</b>				

KPMG Consulting has discovered that BellSouth has no documented process or control group for monitoring open change requests in TeamConnection.

**Current issue:**

No further action is required.

<b>Observation 119</b>	PMR5	Metrics	26-Sep-01	07-Nov-01
<b>Closed</b>				

KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Completeness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).

**Current issue:**

No further action required.

	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 120</b>	PMR2	Metrics	10-Oct-01	24-Oct-01
<b>Closed</b>				
KPMG Consulting has found that the reported values for the response time intervals for the "Operations Support Systems: Average Response Time and Response Interval" SQM are reported as percentages and are inconsistent with the documented definition in the Revised Interim Performance Metrics SQM (Version 3.00).				
<b><u>Current issue:</u></b>				
No further action required.				
<b>Observation 121</b>	TVV4	Repair, Provisioning & Maintenance	10-Oct-01	30-Jan-02
<b>Closed</b>				
BellSouth's Unbundled Dark Fiber (UDF) procedure document does not reference this the requirement for a cross-office continuity test to be performed. or provide a cross-office test procedure.				
<b><u>Current issue:</u></b>				
No further action required.				
<b>Observation 122</b>	TVV1	Order Management	10-Oct-01	23-Jan-02
<b>Closed</b>				
KPMG Consulting has not received Completion Notices (CN) to several Local Service Requests (LSRs) submitted via the Telecommunications Access Gateway (TAG) interface.				
<b><u>Current issue:</u></b>				
No further action is required.				
<b>Observation 123</b>	PPR5	Relationship Management Infrastructure	10-Oct-01	19-Dec-01
<b>Closed</b>				
BellSouth does not have processes or documentation available with sufficient detail to guide a CLEC to during the upgrade from one version of an interface to a different version.				
<b><u>Current issue:</u></b>				
No further action required.				
<b>Observation 124</b>	PPR1	Relationship Management Infrastructure	12-Oct-01	21-Jan-02
<b>Open</b>				
BellSouth failed to follow the documentation defect procedures as detailed in the BellSouth Change Control Process				
<b><u>Current issue:</u></b>				
Held a clarification call with BellSouth and reviewed the TAG AVI versioning policy documentation. The incorrect version was posted, removed, and then the correct version was posted. KPMG Consulting requests this Observation be left open in order to further monitor the defect process. This issue will remain open until the end of transaction testing. Currently in retest.				

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 125</b>	PMR5	Metrics		17-Oct-01	27-Feb-02
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) - Percent Missed Installation Appointments" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).					
<b><u>Current issue:</u></b>					
KPMG Consulting closed this observation and raised the issues identified in this observation to exception status ( Exception 152 ). No further action is required.					
<b>Observation 126</b>	PMR3	Metrics		17-Oct-01	14-Nov-01
<b>Closed</b>					
KPMG Consulting has discovered that BellSouth is not adhering to the documented metrics change control process for tracking changes in TeamConnection.					
<b><u>Current issue:</u></b>					
No further action required. The issue raised in this Observation has been escalated to an exception.					
<b>Observation 127</b>	TVV1	Order Management		17-Oct-01	10-Jan-02
<b>Open</b>					
BellSouth does not provide complete Firm Order Confirmation (FOC) or Completion Notice (C N) responses for xDSL service requests submitted through the BellSouth Local Exchange Navigation System (LENS) .					
<b><u>Current issue:</u></b>					
BellSouth has opened feature 9748, but as of yet, there is no announced fix date.					
<b>Observation 128</b>	TVV3	Order Management		17-Oct-01	05-Dec-01
<b>Closed</b>					
BellSouth did not provide flow-through classification information for Digital Subscriber Line (DSL) orders submitted by KPMG Consulting.					
<b><u>Current issue:</u></b>					
No further action required.					
<b>Observation 129</b>	PMR5	Metrics		23-Oct-01	27-Feb-02
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Ordering: Firm Order Confirmation (FOC) Timeliness (Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's reported time buckets for this SQM and the time buckets in the Revised Interim Performance Metrics SQM (Version 3.00) are					
<b><u>Current issue:</u></b>					
No further action is required.					

	<b>Test and Domain</b>	<b>Date of First Call</b>	<b>Latest activity</b>
<b>Observation 130</b>	PPR7 Order Management	23-Oct-01	13-Mar-02
<b>Closed</b>			
BellSouth Local Carrier Service Center (LCSC) procedures for handling fax failures are not documented.			
<u><b>Current issue:</b></u>			
No further action is required.			

<b>Observation 131</b>	PMR3 Metrics	23-Oct-01	17-Apr-02
<b>Closed</b>			
KPMG Consulting has discovered that BellSouth posted raw data to the PMAP Web site without simultaneously posting the corresponding release of the Raw Data User's Manual (RDUM).			
<u><b>Current issue:</b></u>			
No further action is required.			

<b>Observation 132</b>	PPR3 Relationship Management Infrastructure	14-Nov-01	13-Mar-02
<b>Closed</b>			
BellSouth ECS Help Desk does not maintain an accurate tracking system for Troubles reported to ECS Help Desk.			
<u><b>Current issue:</b></u>			
No further action is required.			

<b>Observation 133</b>	PMR2 Metrics	14-Nov-01	19-Dec-01
<b>Closed</b>			
The definition and calculations specified in the "Maintenance & Repair: Mean Time To Notify CLEC of Network Outages" Service Quality Measurement (SQM) document are inconsistent with the benchmark ordered by the Florida Public Service			
<u><b>Current issue:</b></u>			
No further action required.			

<b>Observation 134</b>	PMR5 Metrics	14-Nov-01	13-Feb-02
<b>Closed</b>			
BellSouth's failure to report values for the Provisioning: Local Number Portability (LNP) Average Disconnect Timeliness & Disconnect Timeliness Interval Distribution Service Quality Measurement (SQM) prevents KPMG Consulting from conducting the Metrics Calculations (PMR5) test. KPMG Consulting has also found that information provided on BellSouth's Performance Measurement and Analysis Platform (PMAP) web site for this SQM is contradictory.			
<u><b>Current issue:</b></u>			
No further action is required.			

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 135</b>	TVV2	Order Management		14-Nov-01	08-Jan-02
<b>Open</b>					
KPMG Consulting has not received timely responses for the pre-order queries, Address Validation (AVQ), Address Validation by Telephone Number (AVQ_TN), Customer Service Record (CSRQ), Estimate Due Date (EDD), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Local Exchange Navigation System (LENS) Web interface.					
<b><u>Current issue:</u></b>					
BellSouth has passed testing for all PO types except CDD as of the 03/19/02 Peak Day test. KPMG Consulting will continue to review.					
<b>Observation 136</b>	TVV2	Order Management		14-Nov-01	17-Apr-02
<b>Closed</b>					
KPMG Consulting has not received timely responses for the pre-order queries, Address Validation (AVQ), Address Validation by Telephone Number (AVQ_TN), Customer Service Record (CSRQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Robust Telecommunications Access Gateway (RoboTAG) Web interface.					
<b><u>Current issue:</u></b>					
No further action is required.					
<b>Observation 137</b>	PMR5	Metrics		14-Nov-01	13-Mar-02
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Ordering: Firm Order Confirmation (FOC) & Reject Response Completeness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.					
<b><u>Current issue:</u></b>					
No further action is required.					
<b>Observation 138</b>	PMR5	Metrics		14-Nov-01	20-Feb-02
<b>Closed</b>					
KPMG Consulting has found that the Raw Data User Manual (RDUM) instructions for "Ordering: Service Inquiry + Firm Order Confirmation (FOC) Response Time Manual" are misleading to Competitive Local Exchange Carriers (CLECs).					
<b><u>Current issue:</u></b>					
No further action is required.					
<b>Observation 139</b>	PMR5	Metrics		14-Nov-01	27-Feb-02
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Provisioning: % Completions/Attempts without Notice or <24 Hours Notice" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.					
<b><u>Current issue:</u></b>					
KPMG Consulting closed this observation and escalated this issue to exception status (Exception 151). No further action is required.					

	<i><b>Test and Domain</b></i>	<i><b>Date of First Call</b></i>	<i><b>Latest activity</b></i>
<b>Observation 140</b>	PPR1 Relationship Management Infrastructure	14-Nov-01	09-Jan-02
<b>Closed</b>			
BellSouth is not classifying Change Requests as defects in accordance with the BellSouth definition of a Defect.			
<u><b>Current issue:</b></u>			
No further action required.			

<b>Observation 141</b>	TVV4 Repair, Provisioning & Maintenance	28-Nov-01	02-Jan-02
<b>Closed</b>			
BellSouth's systems or representatives did not consistently provision service in a timely manner for orders submitted by KPMG Consulting.			
<u><b>Current issue:</b></u>			
No further action required.			

<b>Observation 143</b>	PMR5 Metrics	12-Dec-01	16-Jan-02
<b>Closed</b>			
KPMG Consulting cannot replicate the values in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that the PMAP raw data is insufficient for calculating the metrics values for this SQM.			
<u><b>Current issue:</b></u>			
No further action required.			

<b>Observation 144</b>	PMR5 Metrics	05-Dec-01	13-Feb-02
<b>Closed</b>			
KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Percent Repeat Troubles Within 30 Days" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).			
<u><b>Current issue:</b></u>			
No further action is required. This issue is now being addressed under Exception			

<b>Observation 145</b>	TVV1 Order Management	05-Dec-01	20-Feb-02
<b>Closed</b>			
KPMG Consulting has experienced a system error that disables the 'Calculate Due Date' function while processing Local Service Requests (LSRs) through the Local Exchange Navigation System (LENS) interface.			
<u><b>Current issue:</b></u>			
No further action is required.			

	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 146</b>	TVV1	Order Management	05-Dec-01	17-Apr-02
<b>Closed</b>				
KPMG Consulting has experienced a server error that disables the 'Calculate Due Date' function while processing Local Service Requests (LSRs) through RoboTAG.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 147</b>	PPR5	Relationship Management Infrastructure	05-Dec-01	18-Jan-02
<b>Open</b>				
BellSouth will not provide CLECs the opportunity to test in the CLEC Application Verification Environment (CAVE) thirty days before a release enters production.				
<u><b>Current issue:</b></u>				
KPMG Consulting and BellSouth held a clarification to discuss Observation 147.				
BellSouth agreed to include dates in CLEC testing documents.				
<b>Observation 148</b>	PPR5	Relationship Management Infrastructure	05-Dec-01	06-Mar-02
<b>Open</b>				
BellSouth does not apply system fixes to defects to all production versions of the Operational Support System (OSS)				
<u><b>Current issue:</b></u>				
KPMG Consulting is reviewing the BellSouth Response to Amended Observation				
<b>Observation 149</b>	PMR5	Metrics	12-Dec-01	09-Jan-02
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) - Firm Order Confirmation (FOC) Timeliness Interval Distribution & Firm Order Confirmation Average Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (July 2001).				
<u><b>Current issue:</b></u>				
No further action required.				
<b>Observation 150</b>	PMR2	Metrics	12-Dec-01	10-Apr-02
<b>Closed</b>				
The benchmark specified in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" SQM document is inconsistent with the Average Jeopardy Notice Interval level of disaggregation and BellSouth's				
<u><b>Current issue:</b></u>				
No further action is required.				

	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 151</b>	PMR5	Metrics	12-Dec-01	13-Feb-02
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Maintenance Average Duration" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).				
<u><b>Current issue:</b></u>				
No further action is required. The issue identified by Observation 151 is now being addressed in Exception 147.				
<b>Observation 152</b>	TVV4	Repair, Provisioning & Maintenance	12-Dec-01	06-Mar-02
<b>Closed</b>				
BellSouth failed to use the proper codes when provisioning Operator Services/ Directory Assistance.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 153</b>	PPR10	Billing	19-Dec-01	13-Feb-02
<b>Closed</b>				
BellSouth has two different target resolution intervals published for billing dispute resolutions.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 154</b>	PPR1	Relationship Management Infrastructure	19-Dec-01	27-Feb-02
<b>Closed</b>				
BellSouth did not publish the Business Rules associated with Minor release 10.3 as defined in the Change Control Process, Version 2.6, September 10, 2001.				
<u><b>Current issue:</b></u>				
KPMG Consulting closed this observation and escalated this issue to Exception 155. No further action is required.				
<b>Observation 155</b>	TVV1	Order Management	19-Dec-01	16-Jan-02
<b>Closed</b>				
BellSouth documentation is unclear and representatives provide inconsistent delivery of Acknowledgments (ACKs) to Local Service Requests (LSR) sent via email to the Complex Resale Support Group (CRSG).				
<u><b>Current issue:</b></u>				
No further action is required.				



	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 156</b>	TVV1	Order Management	19-Dec-01	19-Dec-01
<b>Withdrawn</b>				
KPMG Consulting has not received timely partially mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.				
<b><u>Current issue:</u></b>				
KPMG Consulting will be withdrawing Observation 156.				
<b>Observation 157</b>	PMR5	Metrics	16-Jan-02	30-Jan-02
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the Provisioning: Coordinated Customer Conversions Interval Service Quality Measurement (SQM) report for the Test Competitive Local Exchange Carrier (CLEC) (July 2001).				
<b><u>Current issue:</u></b>				
No further action is required.				
<b>Observation 158</b>	PMR5	Metrics	16-Jan-02	13-Mar-02
<b>Closed</b>				
KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) regarding the usage of the prod_desc (product description) field are insufficient for calculating the metrics values.				
<b><u>Current issue:</u></b>				
No further action is required.				
<b>Observation 159</b>	PPR14	Repair, Provisioning & Maintenance	30-Jan-02	27-Mar-02
<b>Open</b>				
KPMG Consulting has found that call receipt personnel within the Residence Repair Center (RRC) in Jacksonville, FL do not adhere to BellSouth procedures outlining customer requests for earlier appointments.				
<b><u>Current issue:</u></b>				
KPMG Consulting reviewing BellSouth's Response to Amended Observation 159.				
<b>Observation 160</b>	TVV4	Repair, Provisioning & Maintenance	30-Jan-02	13-Feb-02
<b>Closed</b>				
BellSouth failed to properly provision Originating Line Number Screening (OLNS) service as requested by KPMG Consulting.				
<b><u>Current issue:</u></b>				
No further action is required.				

	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 161</b>	PMR2	Metrics	30-Jan-02	13-Mar-02
<b>Closed</b>				
BellSouth's ability to identify and manually notify BellSouth and CLEC customers separately is inconsistent with the Parity by Design benchmark as documented in the Maintenance and Repair: Mean Time to Notify CLEC of Network Outages SQM.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 162</b>	TVV4	Repair, Provisioning & Maintenance	06-Feb-02	06-Mar-02
<b>Closed</b>				
BellSouth returned Firm Order Commitment (FOC) Frame Due Times that do not match the regular hours for provisioning on Hot Cut Orders without LNP.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 163</b>	TVV1	Order Management	13-Feb-02	20-Feb-02
<b>Open</b>				
KPMG Consulting has not received timely partially mechanized Resale Residence and Unbundled Network Elements-Loop (UNE-L) Rejects from BellSouth's Electronic Data Interchange (EDI) interface.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently reviewing the BellSouth Response to Observation 163. Due to the nature of this observation, it will remain open until the end of				
<b>Observation 164</b>	TVV1	Order Management	20-Feb-02	20-Feb-02
<b>Open</b>				
BellSouth ordering documents do not provide adequate instructions on how to submit an order for Centrex® service.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently awaiting a clarification response from BellSouth.				
<b>Observation 165</b>	PPR2	Relationship Management Infrastructure	20-Feb-02	10-Apr-02
<b>Closed</b>				
BellSouth's Account Team/CLEC Care Team Procedures documentation is unclear.				
<u><b>Current issue:</b></u>				
No further action is required.				

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 166</b>	PPR2	Relationship Management Infrastructure	27-Feb-02	01-Mar-02
<b>Open</b>				
BellSouth's Users Guides have inaccurate Account Team references.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently awaiting BellSouth documentation for review.				
<b>Observation 167</b>	TVV3	Order Management	27-Feb-02	18-Mar-02
<b>Open</b>				
BellSouth's flow-through documentation contains incomplete and inconsistent information regarding product flow-through capabilities of the BellSouth Operations Support Systems (OSS).				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently reviewing the BellSouth Response to this				
<b>Observation 168</b>	PMR5	Metrics	06-Mar-02	27-Mar-02
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the Provisioning: Percent Missed Installation Appointments Service Quality Measurement (SQM) report for the Test CLEC (July 2001).				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 169</b>	TVV1	Order Management	06-Mar-02	10-Apr-02
<b>Closed</b>				
KPMG Consulting has not received timely Completion Notices (CNs) submitted via the Electronic Data Interchange (EDI) and Telecommunications Access Gateway (TAG).				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 170</b>	PPR2	Relationship Management Infrastructure	13-Mar-02	29-Apr-02
<b>Open</b>				
BellSouth's External Response Team (ERT) Account Management sub-process for responding to written CLEC correspondence is not documented.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently awaiting the BellSouth Response to this amended observation.				

	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 171</b>	TVV1	Order Management	13-Mar-02	27-Mar-02
<b>Closed</b>				
BellSouth's Local Carrier Service Center (LCSC) did not provide responses to manually submitted Local Service Requests				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 172</b>	TVV1	Order Management	13-Mar-02	13-Mar-02
<b>Open</b>				
BellSouth is providing an error response to UNE-P service requests (Request Type M, Activity Type C) submitted via the Local Exchange Navigation System (LENS) interface that is inconsistent with the BellSouth Business Rules for Local Ordering (Issue 10.3.1-10.4) in reference to hunting field requirements.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently reviewing the BellSouth Response to this Observation. Still awaiting a BellSouth date for the defect fix. KPMG Consulting is currently using a work around for hunting orders.				
<b>Observation 173</b>	TVV1	Order Management	27-Mar-02	27-Mar-02
<b>Open</b>				
KPMG Consulting has not received timely address validation query (AVQ) pre-orders submitted via the Telecommunications Access Gateway.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently reviewing the BellSouth Response to Observation				
<b>Observation 174</b>	TVV11	Billing	27-Mar-02	17-Apr-02
<b>Closed</b>				
BellSouth transmitted Billing Data Tape (BDT) files that contained a value that is not defined within the CABS Billing Output Specifications.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 175</b>	TVV2	Order Management	27-Mar-02	24-Apr-02
<b>Closed</b>				
KPMG Consulting has not received expected responses for local service requests (LSRs) submitted via the Telecommunications Access Gateway (TAG) interface.				
<u><b>Current issue:</b></u>				
No further action is required.				

	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 176</b>	PMR5	Metrics	27-Mar-02	03-May-02
<b>Open</b>				
KPMG Consulting cannot replicate the values in the Provisioning: Average Completion Notice Interval Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently reviewing BellSouth data related to this observation.				
<b>Observation 177</b>	TVV4	Repair, Provisioning & Maintenance	03-Apr-02	24-Apr-02
<b>Closed</b>				
BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG Consulting.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 178</b>	PMR2	Metrics	10-Apr-02	01-May-02
<b>Closed</b>				
KPMG Consulting has found that BellSouth's method of sampling records used for the calculation of the Provisioning: Service Order Accuracy Service Quality Measurement (SQM) may produce biased estimates.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Observation 179</b>	PMR5	Metrics	10-Apr-02	19-Apr-02
<b>Open</b>				
KPMG Consulting cannot replicate the values in the Ordering: LNP-Percent Rejected Service Requests Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual are insufficient for calculating the metrics values for this SQM.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently reviewing BellSouth data related to this amended observation.				
<b>Observation 180</b>	PMR2	Metrics	10-Apr-02	10-Apr-02
<b>Open</b>				
KPMG Consulting has found that BellSouth's method of sampling records used for the calculation of the Database Update Information: Percent Database Update Accuracy Service Quality Measurement (SQM) may produce inaccurate results.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently awaiting the BellSouth Response to this observation.				

	<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 181</b> Closed	TVV11 Billing	17-Apr-02	01-May-02

BellSouth's published business rule for calculating fractional charges does not yield correct results.

**Current issue:**  
No further action is required.

<b>Observation 182</b> Open	PPR5 Relationship Management Infrastructure	17-Apr-02	17-Apr-02
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BellSouth does not follow the documented process for extending a test agreement with a Competitive Local Exchange

**Current issue:**  
KPMG Consulting is currently reviewing the BellSouth Response to this

<b>Observation 183</b> Open	TVV1 Order Management	24-Apr-02	24-Apr-02
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BellSouth provides inconsistent information on Firm Order Confirmation (FOC) responses for Resale and UNE-P service requests submitted via BellSouth's Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI)

**Current issue:**  
KPMG Consulting is currently awaiting the BellSouth Response to this observation.

<b>Observation 184</b> Open	TVV1 Order Management	24-Apr-02	24-Apr-02
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KPMG Consulting has not received timely fully mechanized Unbundled Network Elements-Loop (UNE-L) Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.

**Current issue:**  
KPMG Consulting is currently awaiting the BellSouth Response to this observation.

<b>Observation 185</b> Open	PMR5 Metrics	01-May-02	01-May-02
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KPMG Consulting cannot replicate the values in the Provisioning: Coordinated Customer Conversions -Hot Cut Timeliness % Within Interval and Average Interval Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's reported time buckets and the time buckets in the Florida Interim Performance Metrics SQM (Version 3.00) are inconsistent. The instructions in the Raw Data User Manual (RDUM) are also insufficient for calculating the metrics values for this SQM.

**Current issue:**  
KPMG Consulting is currently reviewing the BellSouth Response to this

	<b>Test and Domain</b>		<b>Date of First Call</b>	<b>Latest activity</b>
<b>Observation 186</b>	TVV1	Order Management	01-May-02	01-May-02
<b>Open</b>				
KPMG Consulting has not received timely Unbundled Network Elements (UNE) Loop Completion Notices (CNs) submitted via the Telecommunications Access Gateway (TAG) interface.				
<b><u>Current issue:</u></b>				
KPMG Consulting is currently reviewing the BellSouth Response to this				
<b>Observation 187</b>	TVV2	Order Management	01-May-02	01-May-02
<b>Open</b>				
BellSouth systems provide inaccurate auto clarifications (CLRs) for local service requests (LSRs) submitted via the Local Exchange Navigation System (LENS) interface.				
<b><u>Current issue:</u></b>				
KPMG Consulting is currently reviewing the BellSouth Response to this				
<b>Observation 188</b>	TVV2	Order Management	01-May-02	01-May-02
<b>Open</b>				
KPMG Consulting has not received fully mechanized responses for local service requests (LSRs) submitted via Electronic Data Interchange (EDI) and the Telecommunications Access Gateway (TAG) interfaces.				
<b><u>Current issue:</u></b>				
KPMG Consulting is currently reviewing the BellSouth Response to this				
<b>Observation 189</b>	TVV1	Order Management	01-May-02	01-May-02
<b>Open</b>				
BellSouth's Telecommunications Access Gateway API Reference Guide is inconsistent with the BellSouth Pre-Order Business Rules in reference to the requirement of the Transaction Type (TXTYP) field for the Parsed Customer Service Record Query (PCSRQ) submitted via the TAG interface.				
<b><u>Current issue:</u></b>				
KPMG Consulting is currently reviewing the BellSouth Response to this				
<b>Observation 190</b>	PMR5	Metrics	01-May-02	03-May-02
<b>Open</b>				
KPMG Consulting cannot replicate the values in the Provisioning: Average Completion Notice Interval Service Quality Measurement (SQM) report for the Test CLEC (September 2001).				
<b><u>Current issue:</u></b>				
KPMG Consulting is currently reviewing the BellSouth Response to this				

	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Observation 192</b>	TVV2	Order Management	01-May-02	01-May-02
<b>Open</b>				
KPMG Consulting did not receive a response to a Local Service Request (LSR) submitted to BellSouth via facsimile (fax).				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently reviewing the BellSouth Response to this				

<b>Observation 193</b>	TVV3	Order Management	01-May-02	01-May-02
<b>Open</b>				
KPMG Consulting received flow-through Firm Order Confirmations (FOCs) on Local Service Requests (LSRs) with order activities not documented as flow-through eligible.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently awaiting the BellSouth Response to this observation.				

<b>Observation 194</b>	TVV11	Billing	01-May-02	03-May-02
<b>Open</b>				
Four of BellSouth's UNE and UNE-P test CLEC bills have been released to the Post Office later than eight calendar days after the bill date.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently reviewing the BellSouth Response to this				

<b>Observation 195</b>	PMR5	Metrics	01-May-02	01-May-02
<b>Open</b>				
KPMG Consulting cannot replicate the values in the Ordering: Reject Interval (Non-Trunks) Service Quality Measurement (SQM) report for the CLEC Aggregate (September 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently reviewing the BellSouth Response to this				

<b>Observation 196</b>	PMR5	Metrics	08-May-02	08-May-02
<b>Open</b>				
BellSouth's Service Quality Measurement (SQM) reports for the KPMG Consulting test CLEC list no data returned, despite KPMG Consulting test CLEC calculations which indicate that values should be returned.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently awaiting the BellSouth Response to this observation.				



			<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception</b>	<b>1</b>	PPR5	Relationship Management Infrastructure	10-Aug-00	09-Nov-00
<b>Closed</b>					
BellSouth's electronic data interchange (EDI) test environment is inadequate for testing of a CLEC's EDI interface. The EDI test environment does not allow a CLEC to fully test Local Number Portability (LNP) without the use of live customers.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>2</b>	PPR5	Relationship Management Infrastructure	17-Aug-00	08-Feb-01
<b>Closed</b>					
Inconsistencies and omissions in the BellSouth EDI Specifications Guide (EDI Specifications) and the BellSouth Rules for Local Ordering – OSS99 (Business Rules) prevent the development of an EDI interface between BellSouth and a CLEC.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>3</b>	PPR5	Relationship Management Infrastructure	17-Aug-00	09-Nov-00
<b>Closed</b>					
The test cases BellSouth provides a CLEC for electronic data interchange (EDI) end-to-end testing are either incomplete or					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>4</b>	PPR2	Relationship Management Infrastructure	17-Aug-00	19-Jul-01
<b>Closed</b>					
BellSouth does not have documented procedures for interaction with CLECs during the account establishment and management process.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>5</b>	PPR1	Relationship Management Infrastructure	31-Aug-00	18-Jan-01
<b>Closed</b>					
BellSouth does not follow their documented process of providing proper time intervals when posting documentation changes.					
<u><b>Current issue:</b></u>					
No further action is required.					

<i><b>Exception</b></i>	<i><b>6</b></i>	<i><b>Test and Domain</b></i>	<i><b>Date of First Call</b></i>	<i><b>Latest activity</b></i>
<b>Closed</b>		PPR5 Relationship Management Infrastructure	05-Oct-00	21-Mar-02
BellSouth lacks an appropriate process, methodology and a robust test environment for testing of the electronic data interchange (EDI) interface.				
<u><b>Current issue:</b></u> No further action required.				
<b>Exception</b>	<b>7</b>	PPR5 Relationship Management Infrastructure	12-Oct-00	22-Jun-01
<b>Closed</b>				
BellSouth does not have sufficient, publicly available, documentation that provides information to a CLEC about how to establish physical connectivity with the Electronic Communications Trouble Administration (ECTA) interface.				
<u><b>Current issue:</b></u> No further action is required.				
<b>Exception</b>	<b>8</b>	PPR5 Relationship Management Infrastructure	19-Oct-00	16-Aug-01
<b>Closed</b>				
Bell South lacks a consistent and documented process to enable a CLEC to independently develop an Electronic Communications Trouble Administration (ECTA) interface.				
<u><b>Current issue:</b></u> No further action is required.				
<b>Exception</b>	<b>9</b>	PPR4 Relationship Management Infrastructure	30-Nov-00	05-Apr-01
<b>Closed</b>				
BellSouth does not have documented procedures for the CLEC training management practices and program administration.				
<u><b>Current issue:</b></u> No further action is required.				
<b>Exception</b>	<b>10</b>	PMR5 Metrics	14-Dec-00	05-Feb-02
<b>Open</b>				
KPMG Consulting has found that BellSouth's implemented metrics calculations for the "Ordering: Local Number Portability (LNP) – Reject Interval" Service Quality Measurement report (May 2000) are inconsistent with the documented metrics				
<u><b>Current issue:</b></u> KPMG Consulting is currently awaiting March 2002 data.				

<i><b>Exception</b></i>	<i><b>11</b></i>	<i><b>Test and Domain</b></i>		<i><b>Date of First Call</b></i>	<i><b>Latest activity</b></i>
<b>Closed</b>		PMR5	Metrics	14-Dec-00	13-Sep-01
KPMG Consulting has found that BellSouth's implemented metrics calculations for the Ordering: Local Number Portability (LNP) Firm Order Confirmation Timeliness Service Quality Measurement report (May 2000) are inconsistent with the documented metrics calculations					
<u><b>Current issue:</b></u> No further action is required.					
<i><b>Exception</b></i>	<i><b>12</b></i>	PPR1	Relationship Management Infrastructure	22-Feb-01	31-Jan-02
<b>Closed</b>					
BellSouth does not adhere to the procedures for System Outages (Type 1) established in the BellSouth Change Control Process, version 2.0.					
<u><b>Current issue:</b></u> No further action is required.					
<i><b>Exception</b></i>	<i><b>13</b></i>	TVV10	Billing	08-Feb-01	31-Jan-02
<b>Closed</b>					
BellSouth failed to deliver at least 95% of Daily Usage File (DUF) records within six calendar days following the date the calls were placed.					
<u><b>Current issue:</b></u> No further action is required.					
<i><b>Exception</b></i>	<i><b>14</b></i>	PMR1	Metrics	08-Mar-01	22-Jun-01
<b>Closed</b>					
BellSouth has inconsistent retention periods for the unprocessed data that is required to calculate LNP (Local Number Portability) Service Quality Measurements.					
<u><b>Current issue:</b></u> No further action is required.					
<i><b>Exception</b></i>	<i><b>15</b></i>	PMR5	Metrics	15-Mar-01	16-Aug-01
<b>Closed</b>					
KPMG Consulting cannot determine whether BellSouth is producing complete Service Quality Measurement (SQM) reports, as ordered by the FPSC, for the Metrics Calculations Verification and Validation Review test due conflicting information in the public order from the Florida Public Service Commission.					
<u><b>Current issue:</b></u> No further action is required.					

<i><b>Exception</b></i>	<i><b>16</b></i>	<i><b>Test and Domain</b></i>		<i><b>Date of First Call</b></i>	<i><b>Latest activity</b></i>
<b>Open</b>		TVV1	Order Management	15-Mar-01	10-Jan-02
The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K , does not offer CLECs the ability to submit an order for the partial migration of a customer's unbundled (UNE) loops.					
<u><i><b>Current issue:</b></i></u> This Exception will remain open until release 10.6 is implemented by BellSouth on 07/18/02.					
<i><b>Exception</b></i>	<i><b>17</b></i>	TVV1	Order Management	15-Mar-01	24-May-01
<b>Closed</b>					
BellSouth does not offer CLECs the ability to Migrate a retail customer to a CLEC using an Enhanced Extended Link (EEL).					
<u><i><b>Current issue:</b></i></u> No further action is required.					
<i><b>Exception</b></i>	<i><b>18</b></i>	PPR16	Repair, Provisioning & Maintenance	22-Mar-01	19-Apr-01
<b>Closed</b>					
The BellSouth Network Reliability Center (NRC) fails to provide proactive notification to CLECs on Network/Switch outages affecting their end users.					
<u><i><b>Current issue:</b></i></u> No further action is required.					
<i><b>Exception</b></i>	<i><b>19</b></i>	TVV1	Order Management	15-Mar-01	22-Mar-01
<b>Withdrawn</b>					
BellSouth's Network Services Customer Services does not provide consistent access to Customer Support Manager (CSM) during high-volume for Competitive Local Exchange Carriers (CLEC) calls.					
<u><i><b>Current issue:</b></i></u> Withdrawn by KPMG Consulting.					
<i><b>Exception</b></i>	<i><b>20</b></i>	PPR5	Relationship Management Infrastructure	21-Mar-01	06-Sep-01
<b>Closed</b>					
BellSouth does not appear to have public documentation available for CLECs to establish connectivity for TAG, one of their preordering and ordering interfaces.					
<u><i><b>Current issue:</b></i></u> No further action is required.					

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception</b>	<b>21</b>	PMR5	Metrics	21-Mar-01	24-May-01
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) – Percent Rejected Service Requests" Service Quality Measurement (SQM) report for the CLEC Aggregate (January 2001). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>22</b>	PMR5	Metrics	21-Mar-01	28-Feb-02
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Disconnect Timeliness Interval & Average Disconnect Timeliness Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>23</b>	PPR1	Relationship Management Infrastructure	21-Mar-01	02-Aug-01
<b>Closed</b>					
The distribution of Carrier Notification information associated with the BellSouth Change Control Process is not adequate. Furthermore, in BellSouth's implementation of the process, significant information is not included in the Carrier Notifications.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>24</b>	PMR5	Metrics	21-Mar-01	24-May-01
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Provisioning: Local Number Portability (LNP) – Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000). KPMG Consulting found that BellSouth's instructions are insufficient for calculating the metrics values for this SQM.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>25</b>	PPR5	Relationship Management Infrastructure	21-Mar-01	22-Jun-01
<b>Closed</b>					
BellSouth does not have public documentation available for CLECs to correlate the available version(s) of the Telecommunications Access Gateway (TAG) interface with either the BellSouth Business Rules for Local Ordering OSS 99 or the BellSouth Pre-Order Business Rules.					
<u><b>Current issue:</b></u>					
No further action is required.					

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception</b>	<b>26</b>	PPR1 Relationship Management Infrastructure	21-Mar-01	14-Jun-01
<b>Closed</b>				

BellSouth does not have a clearly defined process for addressing the expedited release of BellSouth documentation defects.

**Current issue:**

No further action is required.

<b>Exception</b>	<b>27</b>	PMR5 Metrics	21-Mar-01	13-Feb-02
<b>Closed</b>				

KPMG Consulting cannot replicate the values in the "Provisioning: Troubles Within 30 Days of Provisioning (Non-Trunks)" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2000).

**Current issue:**

No further action is required.

<b>Exception</b>	<b>28</b>	TVV1 Order Management	21-Mar-01	24-May-01
<b>Closed</b>				

The BellSouth Business Rules for Local Ordering –OSS99, Issue 9K, provides ambiguous information on conditional usage notes of the LOCACT field, a conditional field on the EU form when submitted via the Telecommunications Access Gateway

**Current issue:**

No further action is required.

<b>Exception</b>	<b>29</b>	TVV10 Billing	21-Mar-01	19-Jul-01
<b>Closed</b>				

BellSouth improperly populates the "ToNumber" field in the related Daily Usage File (DUF) record for customer service calls (611 calls) placed from telephone numbers within the "407" area code.

**Current issue:**

No further action is required.

<b>Exception</b>	<b>30</b>	TVV10 Billing	21-Mar-01	19-Jul-01
<b>Closed</b>				

BellSouth has improperly populated the "ToNumber" field in the Access Daily Usage File (ADUF) records for certain long

**Current issue:**

No further action is required.

		<i><b>Test and Domain</b></i>	<i><b>Date of First Call</b></i>	<i><b>Latest activity</b></i>
<i><b>Exception</b></i>	<b>31</b>	TVV10 Billing	21-Mar-01	19-Jul-01
<b>Closed</b>				
BellSouth failed to deliver Daily Usage File (DUF) records for toll free calls.				
<u><i><b>Current issue:</b></i></u>				
No further action is required.				

<i><b>Exception</b></i>	<b>32</b>	TVV1 Order Management	12-Mar-01	19-Jul-01
<b>Closed</b>				
The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9K, provides information inconsistent with the system responses being generated in reference to the Carrier Identification Code field, a conditional field on the Local Service .				
<u><i><b>Current issue:</b></i></u>				
No further action is required.				

<i><b>Exception</b></i>	<b>33</b>	TVV3 Order Management	21-Mar-01	19-Jul-01
<b>Closed</b>				
BellSouth Flow -Through documentation is incomplete and inconsistent, specifically the Flow -Through Ordering Matrix, Flow-Through Parameters, and the BellSouth Service Quality Measurement Plan LSR Flow-Through Matrix.				
<u><i><b>Current issue:</b></i></u>				
No further action is required.				

<i><b>Exception</b></i>	<b>34</b>	PPR8 Order Management	22-Mar-01	14-Jun-01
<b>Closed</b>				
BellSouth does not have detailed and fully documented guidelines for Customer Support Manager interaction with CLECs during the ordering process.				
<u><i><b>Current issue:</b></i></u>				
No further action is required.				

<i><b>Exception</b></i>	<b>35</b>	PPR14 Repair, Provisioning & Maintenance	29-Mar-01	17-Jan-02
<b>Closed</b>				
BellSouth processes for responding to customer requests for earlier appointments in the CWINS Center differ from those in the Small Business Telecommunications Center resulting in a disparity in service between wholesale and retail.				
<u><i><b>Current issue:</b></i></u>				
No further action required.				

<i><b>Exception</b></i>	<i><b>36</b></i>	<i><b>Test and Domain</b></i>	<i><b>Date of First Call</b></i>	<i><b>Latest activity</b></i>
		PMR4 Metrics	29-Mar-01	03-May-02

**Open**

BellSouth does not properly construct the processed data used to validate certain Ordering Service Quality Measurements (Ordering: FOC timeliness {non-trunks} and Reject interval).

**Current issue:**

KPMG Consulting is reviewing clarification information received from BellSouth.

<i><b>Exception</b></i>	<i><b>37</b></i>	PPR10 Billing	29-Mar-01	13-Dec-01
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**Closed**

BellSouth's Billing Work Center lacks a formal process for identifying and planning for variations in the level of staff required to support work load for the Billing Work Center/Help Desk.

**Current issue:**

No further action is required.

<i><b>Exception</b></i>	<i><b>38</b></i>	TVV8 Repair, Provisioning & Maintenance	03-Apr-01	14-Mar-02
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**Closed**

BellSouth's Electronic Communications Trouble Administration (ECTA) system failed to process correctly following an outage and re-initialization.

**Current issue:**

No further action is required.

<i><b>Exception</b></i>	<i><b>39</b></i>	TVV1 Order Management	05-Apr-01	26-Jul-01
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**Closed**

A Local Service Office (LSO) field is not provided in the LENS interface where required for Port/Loop request types per BellSouth Business Rules for Local Ordering - OSS99, Issue 9K .

**Current issue:**

No further action is required.

<i><b>Exception</b></i>	<i><b>40</b></i>	TVV1 Order Management	12-Apr-01	23-Aug-01
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**Closed**

The Local Exchange Navigation System (LENS) interface does not consistently address service requests for ISDN UNE

**Current issue:**

No further action is required.



		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception</b>	<b>41</b>	TVV1	Order Management	11-Apr-01	28-Sep-01
<b>Closed</b>					
BellSouth does not consistently apply its Universal Service Order Code (USOC) business rules to requests for Unbundled Network Switched Combinations (REQTYP M)					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>42</b>	TVV1	Order Management	12-Apr-01	28-Feb-02
<b>Closed</b>					
The Telecommunications Access Gateway (TAG) interface does not accurately implement the End User information requirements contained in The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9L .					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>43</b>	TVV11	Billing	12-Apr-01	14-Feb-02
<b>Closed</b>					
BellSouth Resale bills fail to reflect usage charges for calls made by KPMG Consulting during the course of the Functional Usage Evaluation.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>44</b>	TVV11	Billing		11-Apr-02
<b>Open</b>					
BellSouth issued CABS bills which reflect incorrect quantities for Unbundled Switching and Transport usage.					
<u><b>Current issue:</b></u>					
KPMG Consulting is reviewing the BellSouth Response to 4th Amended Exception					
<b>Exception</b>	<b>45</b>	TVV1	Order Management	19-Apr-01	05-Dec-01
<b>Closed</b>					
BellSouth Business Rules for Local Ordering - OSS99, Issue 9L , contains inconsistent and incomplete instructions necessary for Competitive Local Exchange Carriers (CLECs) to access and use BellSouth's systems.					
<u><b>Current issue:</b></u>					
No further action is required.					

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception</b>	<b>46</b>	TVV1	Order Management		23-Aug-01
<b>Closed</b>					
The Telecommunications Access Gateway (TAG) and the Electronic Data Interchange (EDI) interfaces do not accurately apply The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9L , in relation to the Directory Listing (DL) form					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>47</b>	TVV11	Billing		16-Aug-01
<b>Closed</b>					
KPMG CLEC bills do not reflect unbundled transport shared usage for calls made to points greater than 35 miles from the originating central offices.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>48</b>	PPR9	Repair, Provisioning & Maintenance		09-Aug-01
<b>Closed</b>					
BellSouth appears not to have formal and documented processes for capacity management in several functional centers that are involved in the provisioning of retail, resale and wholesale orders.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception</b>	<b>49</b>	TVV1	Order Management	03-May-01	31-Jan-02
<b>Open</b>					
The BellSouth Business Rules for Local Ordering –OSS '99, Issue 9L , does not define a process for an unbundled loop (REQTYP A) service migration (ACT V) request from one CLEC to another CLEC.					
<u><b>Current issue:</b></u>					
KPMG Consulting is working with a friendly CLEC to test loop migrations.					
<b>Exception</b>	<b>50</b>	TVV1	Order Management	03-May-01	23-Aug-01
<b>Closed</b>					
BellSouth Business Rules for Local Ordering - OSS99, Issue 9L , does not accurately define the method for successfully completing a Local Service Request (LSR) for a Directory Listing (REQTYP J) with ACT N or ACT R.					
<u><b>Current issue:</b></u>					
No further action is required.					

		<b>Test and Domain</b>	<b>Date of First Call</b>	<b>Latest activity</b>
<b>Exception</b>	<b>51</b>	TVV1 Order Management	03-May-01	24-Jan-02
<b>Closed</b>				
KPMG Consulting has not received timely mechanized rejects from BellSouth's Electronic Data Interchange(EDI) interface.				
<b><u>Current issue:</u></b>				
No further action is required.				

<b>Exception</b>	<b>52</b>	TVV1 Order Management	10-May-01	12-Jul-01
<b>Withdrawn</b>				
KPMG Consulting did not receive timely mechanized Firm Order Confirmations (FOCs) from BellSouth's Telecommunications Access Gateway (TAG) interface.				
<b><u>Current issue:</u></b>				
Exception is withdrawn. No further action is required.				

<b>Exception</b>	<b>53</b>	TVV1 Order Management	10-May-01	12-Jul-01
<b>Withdrawn</b>				
KKPMG Consulting has not received timely mechanized Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.				
<b><u>Current issue:</u></b>				
Exception is withdrawn				

<b>Exception</b>	<b>54</b>	TVV1 Order Management	10-May-01	14-Mar-02
<b>Closed</b>				
KPMG Consulting has not received timely mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG)				
<b><u>Current issue:</u></b>				
No further action is required.				

<b>Exception</b>	<b>55</b>	TVV1 Order Management		23-Aug-01
<b>Closed</b>				
Loop Conversions via LENS interface are receiving errors that are inconsistent with BellSouth Business Rules for Local Ordering - OSS99, Issue 9K .				
<b><u>Current issue:</u></b>				
No further action is required.				

<i><b>Exception</b></i>	<i><b>56</b></i>	<i><b>Test and Domain</b></i>	<i><b>Date of First Call</b></i>	<i><b>Latest activity</b></i>
<b>Closed</b>		PMR5 Metrics		26-Jul-01
KPMG Consulting has found that BellSouth's implemented metrics calculations for the "Ordering: Reject Interval (Trunks)" SQM report (March 2001) are inconsistent with the documented metrics calculations.				
<u><b>Current issue:</b></u> No further action is required.				
<b>Exception</b>	<b>57</b>	PPR8 Order Management		29-Nov-01
<b>Closed</b>				
BellSouth does not have detailed guidelines for CLEC interaction with the Complex Resale Support Group (CRSG) during the ordering process.				
<u><b>Current issue:</b></u> No further action required.				
<b>Exception</b>	<b>58</b>	TVV1 Order Management		16-Aug-01
<b>Closed</b>				
KPMG Consulting has not received timely mechanized rejects from BellSouth's Robust Telecommunications Access Gateway (ROBOTAG) interface.				
<u><b>Current issue:</b></u> No further action is required.				
<b>Exception</b>	<b>59</b>	PMR2 Metrics	24-May-01	19-Jul-01
<b>Closed</b>				
KPMG Consulting has found that BellSouth's stated Business Rules in the Florida Interim Performance Metrics document for the "Operations Support Systems: Interface Availability (Pre-Ordering)" and "Operations Support Systems: Interface Availability (Maintenance & Repair)" Service Quality Measurements (SQMs) are ambiguous.				
<u><b>Current issue:</b></u> No further action is required.				
<b>Exception</b>	<b>60</b>	TVV11 Billing	24-May-01	13-Dec-01
<b>Closed</b>				
BellSouth failed to cease billing on disconnected auxiliary lines.				
<u><b>Current issue:</b></u> No further action required.				

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception</b>	<b>61</b>	TVV1 Order Management	31-May-01	12-Jul-01
<b>Closed</b>				
KPMG Consulting has not received timely functional acknowledgements from BellSouth's Electronic Data Interchange (EDI)				
<u><b>Current issue:</b></u>				
Exception is withdrawn. No further action is required.				

<b>Exception</b>	<b>62</b>	TVV11 Billing	31-May-01	21-Jan-02
<b>Open</b>				
BellSouth bills reflect a rate for a Service Order Mechanized Charge that is inconsistent with the rate contained in the Interconnection Agreement (IA) between BellSouth Telecommunications and the KPMG CLEC.				
<u><b>Current issue:</b></u>				
KPMG Consulting will retest on 03/29/02 when billing rates are effective.				

<b>Exception</b>	<b>63</b>	TVV8 Repair, Provisioning & Maintenance	31-May-01	17-Jan-02
<b>Closed</b>				
The BellSouth Electronic Communication Trouble Administration (ECTA) system failed to appropriately process 'enterTroubleReport' transactions.				
<u><b>Current issue:</b></u>				
No further action is required.				

<b>Exception</b>	<b>64</b>	TVV1 Order Management		29-Nov-01
<b>Closed</b>				
BellSouth Business Rules for Local Ordering - OSS99, Issue 9M , contains inconsistent instructions necessary for Competitive Local Exchange Carriers (CLECs) to access and use BellSouth's systems.				
<u><b>Current issue:</b></u>				
No further action is required.				

<b>Exception</b>	<b>65</b>	PPR2 Relationship Management Infrastructure	07-Jun-01	29-Nov-01
<b>Closed</b>				
The BellSouth Account Management Team does not have processes or documentation related to CLEC Collocation.				
<u><b>Current issue:</b></u>				
No further action is required.				

<i>Exception</i>	<i>66</i>	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Closed</b>		TVV1	Order Management	14-Jun-01	16-Aug-01
BellSouth's Unbundled Dedicated Transports EELs CLEC Information Package and BellSouth's Unbundled Dedicated Transports - Non-Switched Combinations CLEC Information Package do not provide accurate information that identify applicable Network Code (NC) and Secondary Network Code (SECNCI) for loop (REQTYP A) service requests.					
<u><b>Current issue:</b></u> No further action is required.					
<b>Exception</b>	<b>67</b>	PPR2	Relationship Management Infrastructure	14-Jun-01	29-Nov-01
<b>Closed</b>					
The Account Establishment and Management Process does not have defined processes or documentation related to the management of CLEC billing issues and activities.					
<u><b>Current issue:</b></u> No further action is required.					
<b>Exception</b>	<b>68</b>	TVV1	Order Management	21-Jun-01	29-Nov-01
<b>Closed</b>					
BellSouth has no record of xDSL Local Service Requests (LSRs) that were submitted by KPMG Consulting via the Electronic Data Interchange (EDI) interface.					
<u><b>Current issue:</b></u> No further action is required.					
<b>Exception</b>	<b>69</b>	TVV1	Order Management	21-Jun-01	29-Nov-01
<b>Closed</b>					
BellSouth does not provide an accurate method for assigning the Universal Service Order Code (USOC) to request BellSouth's Operator Services & Directory Assistance (OS/DA) Branding feature.					
<u><b>Current issue:</b></u> No further action is required.					
<b>Exception</b>	<b>70</b>	TVV1	Order Management	21-Jun-01	07-Feb-02
<b>Closed</b>					
KPMG Consulting did not receive responses to orders sent via facsimile (fax) to the Local Carrier Service Center (LCSC).					
<u><b>Current issue:</b></u> No further action is required.					

<i>Exception</i>	<i>71</i>	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Closed</b>		TVV1	Order Management	05-Jul-01	29-Nov-01
KPMG Consulting has not received timely customer service record (CSR) pre-orders submitted via the Telecommunications Access Gateway.					
<u><b>Current issue:</b></u> No further action required.					
<b>Exception</b>	<b>72</b>	TVV2 Order Management		05-Jul-01	14-Mar-02
<b>Closed</b>					
KPMG Consulting has not received responses to multiple Local Service Requests (LSRs) submitted to BellSouth via					
<u><b>Current issue:</b></u> No further action is required.					
<b>Exception</b>	<b>73</b>	TVV1 Order Management		05-Jul-01	23-Aug-01
<b>Closed</b>					
BellSouth is providing error and rejection responses that are inconsistent with the BellSouth Business Rules for Local Ordering - OSS99 , for conversion requests for ISDN-BRI Resale service.					
<u><b>Current issue:</b></u> No further action is required.					
<b>Exception</b>	<b>74</b>	TVV1 Order Management		05-Jul-01	17-Apr-02
<b>Closed</b>					
The RoboTAG interface does not provide access to fields that are required for non-designed loop service disconnect (REQTYP A / ACT D) and for ISDN BRI resale service disconnect (REQTYP E / ACT D) requests.					
<u><b>Current issue:</b></u> No further action is required.					
<b>Exception</b>	<b>75</b>	TVV1 Order Management		05-Jul-01	30-Aug-01
<b>Open</b>					
BellSouth's error responses are inconsistent with the BellSouth Business Rules for Local Ordering, OSS99 , in reference to conversions of Retail, Resale, and UNE-P accounts to Line Sharing accounts (Request type A/ Activity Type V).					
<u><b>Current issue:</b></u> KPMG Consulting is currently working with a friendly CLEC to test migration of Line Sharing.					

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception</b>	<b>76</b>	TVV4 Repair, Provisioning & Maintenance	05-Jul-01	31-Jan-02
<b>Open</b>				

BellSouth failed to provision disconnect orders properly with the expected intercept recording message.

**Current issue:**

KPMG Consulting is currently reviewing the BellSouth Amended Response.

<b>Exception</b>	<b>77</b>	TVV1 Order Management	05-Jul-01	09-Jan-02
<b>Closed</b>				

BellSouth Local Service Request (LSR) rejection messages are inconsistent with the BellSouth Business Rules for Local Ordering, OSS99 for designed UNE Loop with Number Portability service requests via the Telecommunications Access

**Current issue:**

No further action required.

<b>Exception</b>	<b>78</b>	PMR3 Metrics	05-Jul-01	13-Sep-01
<b>Closed</b>				

KPMG Consulting has found that BellSouth's implemented Metrics change control process is inconsistent with its documented Metrics change control process.

**Current issue:**

No further action is required.

<b>Exception</b>	<b>79</b>	TVV10 Billing	12-Jul-01	08-Nov-01
<b>Closed</b>				

BellSouth failed to deliver Daily Usage File (DUF) records for customer service calls (611) to the "561" & "850" area codes.

**Current issue:**

No further action required.

<b>Exception</b>	<b>80</b>	TVV1 Order Management	12-Jul-01	13-Dec-01
<b>Closed</b>				

BellSouth Local Service Request (LSR) rejection messages are inconsistent with the BellSouth Business Rules for Local Ordering, OSS99 in reference to orders requesting an inside move for DS1 accounts.

**Current issue:**

No further action required.



<i>Exception</i>	<i>81</i>	<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Closed</b>		PMR2 Metrics	18-Jul-01	24-Oct-01

KPMG Consulting has found that BellSouth's stated Business Rules in the Florida Interim Performance Metrics document for the "Change Management: Notification of CLEC Interface Outages Service Quality Measurement (SQM) are ambiguous.

**Current issue:**

No further activity required.

<b>Exception</b>	<b>82</b>	TVV4 Repair, Provisioning & Maintenance	19-Jul-01	17-Jan-02
<b>Closed</b>				

BellSouth's systems have not updated the directory listing databases on the completion date of the completion notice.

**Current issue:**

No further action is required.

<b>Exception</b>	<b>83</b>	TVV10 Billing	19-Jul-01	14-Feb-02
<b>Closed</b>				

BellSouth delivered duplicate Daily Usage File (DUF) records.

**Current issue:**

KPMG Consulting has recommended closure and has forwarded the Exception 83 Disposition Report to the FPSC.

<b>Exception</b>	<b>84</b>	TVV4 Repair, Provisioning & Maintenance	19-Jul-01	19-Apr-02
<b>Open</b>				

BellSouth failed to use the proper codes when provisioning switch translations.

**Current issue:**

KPMG Consulting is reviewing the BellSouth Response to Second Amended

<b>Exception</b>	<b>85</b>	TVV1 Order Management	19-Jul-01	17-Jan-02
<b>Closed</b>				

KPMG Consulting has not received timely mechanized Resale Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.

**Current issue:**

No further action is required.

<i><b>Exception</b></i>	<i><b>86</b></i>	<i><b>Test and Domain</b></i>		<i><b>Date of First Call</b></i>	<i><b>Latest activity</b></i>
<b>Open</b>		TVV3	Order Management	19-Jul-01	22-Feb-02
KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Local Service Requests (LSR) submitted electronically via the mechanized ordering process.					
<u><i><b>Current issue:</b></i></u> Retesting is currently underway.					
<i><b>Exception</b></i>	<i><b>87</b></i>	TVV1	Order Management	19-Jul-01	19-Dec-01
<b>Open</b>					
BellSouth's Telecommunications Access Gateway (TAG) interface experiences various backend resource limitation exceptions that affect the transmission of local service requests and pre-order queries.					
<u><i><b>Current issue:</b></i></u> BellSouth will address the BRL issues in a 07/26/02 release.					
<i><b>Exception</b></i>	<i><b>88</b></i>	PPR1	Relationship Management Infrastructure		01-May-02
<b>Open</b>					
The BellSouth Change Control Prioritization Process does not allow CLECs to prioritize all Change Requests that effect CLEC business.					
<u><i><b>Current issue:</b></i></u> KPMG Consulting is currently reviewing BellSouth's 2nd Amended Response to 2nd Amended Exception 88.					
<i><b>Exception</b></i>	<i><b>89</b></i>	TVV1	Order Management		09-Jan-02
<b>Closed</b>					
BellSouth's Local Exchange Navigation System (LENS) 9.2 is inconsistent with the BellSouth Business Rules for Local Ordering, OSS99, issue 9M.					
<u><i><b>Current issue:</b></i></u> No further action is required.					
<i><b>Exception</b></i>	<i><b>90</b></i>	TVV1	Order Management	26-Jul-01	24-Jan-02
<b>Open</b>					
KPMG Consulting did not receive timely Non-Mechanized Firm Order Confirmations (FOCs) from BellSouth via fax and					
<u><i><b>Current issue:</b></i></u> Retest activities are currently underway.					

		<b>Test and Domain</b>	<b>Date of First Call</b>	<b>Latest activity</b>
<b>Exception</b>	<b>91</b>	TVV1 Order Management	02-Aug-01	06-Sep-01
<b>Withdrawn</b>				
KPMG Consulting has not received timely partially mechanized rejects from BellSouth's Electronic Data Interchange (EDI)				
<u><b>Current issue:</b></u>				
No further action is required.				

<b>Exception</b>	<b>92</b>	TVV1 Order Management	02-Aug-01	06-Sep-01
<b>Withdrawn</b>				
KPMG Consulting has not received timely partially mechanized Firm Order Conformations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.				
<u><b>Current issue:</b></u>				
No further action is required.				

<b>Exception</b>	<b>93</b>	TVV1 Order Management	09-Aug-01	06-Sep-01
<b>Withdrawn</b>				
KPMG Consulting has not received timely partially mechanized Firm Order Conformations (FOCs) from BellSouth's Local Exchange Navigation System (LENS) interface.				
<u><b>Current issue:</b></u>				
No further action is required.				

<b>Exception</b>	<b>94</b>	PPR 7 8 Order Management	09-Aug-01	29-Nov-01
<b>Closed</b>				
BellSouth does not have complete documented processes for capacity management at the Local Carrier Service Center (LCSC) locations that are involved in processing wholesale orders and providing customer support.				
<u><b>Current issue:</b></u>				
No further action is required.				

<b>Exception</b>	<b>95</b>	PPR2 Relationship Management Infrastructure	16-Aug-01	29-Nov-01
<b>Closed</b>				
The Account Establishment and Management Process does not have defined processes or documentation related to the management and resolution of Metrics issues.				
<u><b>Current issue:</b></u>				
No further action required.				

<b>Exception</b>		<b>Test and Domain</b>	<b>Date of First Call</b>	<b>Latest activity</b>
<b>Exception 96</b> Open	TVV11	Billing	16-Aug-01	29-Mar-02

BellSouth delivered Resale bills to KPMG Consulting reflecting incorrect usage charges for calls made by KPMG Consulting during the course of the Functional Carrier Bill Evaluation.

**Current issue:**

KPMG Consulting is reviewing the BellSouth Response to 4TH Amended Exception

<b>Exception 97</b> Withdrawn	TVV1	Order Management		06-Sep-01
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KPMG Consulting has not received timely Non-Mechanized rejects from BellSouth via fax and electronic mail.

**Current issue:**

No further action is required.

<b>Exception 98</b> Closed	TVV1	Order Management	16-Aug-01	24-Jan-02
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BellSouth has transmitted Completion Notices (CN) using an incorrect Transaction Set (ST) via the Electronic Data Interchange (EDI) interface.

**Current issue:**

No further action is required.

<b>Exception 99</b> Closed	TVV2	Order Management	30-Aug-01	09-Dec-01
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KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Electronic Data Interchange (EDI) interface.

**Current issue:**

No further action required.

<b>Exception 100</b> Closed	TVV1	Order Management	30-Aug-01	07-Feb-02
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KPMG Consulting has not received timely mechanized Unbundled Network Elements – Loop (UNE-L) Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface. This exception was originally issued as

**Current issue:**

No further action is required.

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception 101</b>	PMR5	Metrics		30-Aug-01	30-Apr-02
<b>Open</b>					
KPMG Consulting cannot replicate the values in the Provisioning: Total Service Order Cycle Time Service Quality Measurement (SQM) report for the CLEC Aggregate (January 2001). This exception was originally issued as Observation					
<b><u>Current issue:</u></b>					
KPMG Consulting is currently reviewing clarifying information provided by BellSouth on 4/30/02.					
<b>Exception 102</b>	TVV1	Order Management		30-Aug-01	17-Jan-02
<b>Closed</b>					
The RoboTAG interface fails to provide Miscellaneous Account Numbers (MANs) for all cities in Florida.					
<b><u>Current issue:</u></b>					
No further action is required.					
<b>Exception 103</b>	PPR8	Order Management		06-Sep-01	14-Mar-02
<b>Closed</b>					
BellSouth does not have documented guidelines for CLEC interaction with the Local Carrier Service Center (LCSC) Fleming Island Call Center.					
<b><u>Current issue:</u></b>					
No further action is required.					
<b>Exception 104</b>	TVV2	Order Management		06-Sep-01	29-Nov-01
<b>Closed</b>					
KPMG Consulting has not received timely responses for the pre-order queries, Appointment Availability (AAQ), Address Validation (AVQ), Address Validation by Telephone Number (AVQ_TN), Customer Service Record (CSRQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Robust Telecommunications Access					
<b><u>Current issue:</u></b>					
No further action required.					
<b>Exception 105</b>	TVV1	Order Management		06-Sep-01	17-Jan-02
<b>Closed</b>					
KPMG Consulting has not received responses to several Local Service Requests (LSRs) using the Electronic Data Interchange (EDI) interface.					
<b><u>Current issue:</u></b>					
No further action is required.					

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception 106</b>	PPR1	Relationship Management Infrastructure		14-Feb-02
<b>Closed</b>				
The BellSouth IT Team does not have criteria to develop the scope of a Release Package.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Exception 107</b>	TVV2	Order Management	06-Sep-01	23-Jan-02
<b>Closed</b>				
KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Telecommunications Access Gateway (TAG) interface.				
<u><b>Current issue:</b></u>				
No further action required.				
<b>Exception 108</b>	TVV2	Order Management	06-Sep-01	11-Oct-01
<b>Withdrawn</b>				
KPMG Consulting has not received timely responses for the pre-order queries Appointment Availability (AAQ), Address Validation (AVQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Telecommunications Access Gateway (TAG).				
<u><b>Current issue:</b></u>				
No further action required.				
<b>Exception 109</b>	PMR5	Metrics	12-Sep-01	24-Apr-02
<b>Closed</b>				
KPMG Consulting cannot replicate the values in the "Ordering: Acknowledgement Message Timeliness" Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001).				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Exception 110</b>	PPR8	Order Management	03-Oct-01	16-Apr-02
<b>Open</b>				
BellSouth does not have adequate guidelines for call tracking and resolution at its Local Carrier Service Center (LCSC).				
<u><b>Current issue:</b></u>				
KPMG Consulting is reviewing the BellSouth Amended Response to this exception.				

		<i>Test and Domain</i>	<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception 111</b>	TVV11	Billing	03-Oct-01	31-Jan-02
<b>Closed</b>				
BellSouth's policy of retaining Resale call detail for thirty (30) days after the bill period date is inadequate for bill reconciliation and claims investigation.				
<u><b>Current issue:</b></u>				
No further action is required.				
<b>Exception 112</b>	TVV4	Repair, Provisioning & Maintenance	03-Oct-01	25-Mar-02
<b>Open</b>				
BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG Consulting.				
<u><b>Current issue:</b></u>				
KPMG Consulting released 3RD Amended Exception 112 on 03/25/02 and is currently planning for a second retest.				
<b>Exception 113</b>	PMR4	Metrics	11-Oct-01	04-Feb-02
<b>Open</b>				
KPMG Consulting has found that BellSouth does not capture xDSL transactions, which are processed through Corporate Order Gateway (COG), for the "Ordering: Percent Flow-Through Service Requests (Summary)" and "Ordering: Percent Flow-Through Service Requests (Detail)" Service Quality Measurements (SQMs).				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently monitoring the issues identified in this exception and will integrate retesting into the transition to PMAP 4.0 process.				
<b>Exception 114</b>	PMR4	Metrics	11-Oct-01	07-Dec-01
<b>Open</b>				
BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process that go into the calculation of the fully mechanized and partially mechanized orders for the "Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.				
<u><b>Current issue:</b></u>				
KPMG Consulting is currently monitoring the issues identified in this exception and will integrate retesting into the transition to PMAP 4.0 process.				
<b>Exception 115</b>	PMR5	Metrics	18-Oct-01	07-Nov-01
<b>Closed</b>				
KPMG Consulting has found that BellSouth's implemented metrics exclusions for the Operations Support Systems: Loop Makeup Response Time Manual Service Quality Measurement (SQM) report (May 2001) are inconsistent with the documented metrics exclusions.				
<u><b>Current issue:</b></u>				
No further action required.				

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception 116</b>	TVV2	Order Management		08-Nov-01	21-Mar-02
<b>Open</b>					
BellSouth representatives did not provide expected responses to Local Service Requests (LSRs) submitted by KPMG Consulting via facsimile (fax).					
<u><b>Current issue:</b></u>					
KPMG Consulting is preparing a third amendment to Exception 116. Retesting					
<b>Exception 117</b>	TVV1	Order Management		08-Nov-01	11-Jan-02
<b>Open</b>					
KPMG Consulting has not received manual Firm Order Confirmations (FOC) on orders that have been assigned a Completed (CP) or Pending (PD) Status in Bellsouth's Customer Service Order Tracking System (CSOTS).					
<u><b>Current issue:</b></u>					
Retest activities are currently underway.					
<b>Exception 118</b>	TVV2	Order Management		14-Nov-01	17-Jan-02
<b>Closed</b>					
KPMG Consulting has received invalid responses for pre-order queries submitted via the Telecommunications Access Gateway (TAG) interface.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception 119</b>	PMR3	Metrics		14-Nov-01	30-Apr-02
<b>Open</b>					
KPMG Consulting has discovered that BellSouth is not adhering to the documented metrics change control process for tracking changes in TeamConnection.					
<u><b>Current issue:</b></u>					
KPMG Consulting is currently reviewing a clarification response provided by					
<b>Exception 120</b>	PMR4	Metrics		15-Nov-01	07-Feb-02
<b>Open</b>					
BellSouth incorrectly excludes data between Barney snapshots and NODS stages of the PMAP process that go into the calculation of the fully mechanized and partially mechanized orders for the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.					
<u><b>Current issue:</b></u>					
KPMG Consulting is reviewing the BellSouth Red line SQM.					



		<b>Test and Domain</b>	<b>Date of First Call</b>	<b>Latest activity</b>
<b>Exception</b>	<b>121</b>	TVV3 Order Management	15-Nov-01	04-Feb-02
<b>Open</b>				

KPMG Consulting could not identify flow through Firm Order Confirmations (FOCs) on Local Number Portability (LNP) Local Service Requests (LSRs) submitted electronically via the mechanized ordering process.

**Current issue:**

Retest activities are underway.

<b>Exception</b>	<b>122</b>	TVV3 Order Management	15-Nov-01	24-Apr-02
<b>Open</b>				

BellSouth did not provide flow through classification information for Digital Subscriber Line (DSL) orders submitted by KPMG Consulting.

**Current issue:**

KPMG Consulting is currently reviewing the BellSouth Amended Response to this exception.

<b>Exception</b>	<b>123</b>	PPR1 Relationship Management Infrastructure	05-Dec-01	26-Apr-02
<b>Open</b>				

BellSouth is not classifying Change Requests as defects in accordance with the BellSouth definition of a Defect.

**Current issue:**

KPMG Consulting is currently reviewing updated BellSouth documentation.

<b>Exception</b>	<b>124</b>	PMR5 Metrics	12-Dec-01	04-Feb-02
<b>Open</b>				

KPMG Consulting cannot replicate the values for the "Ordering: Percent Flow -Through Service Requests (Detail)" Service Quality Measurement (SQM) report for the CLEC Aggregate (November 2000).

**Current issue:**

KPMG Consulting is retesting June 2001 data.

<b>Exception</b>	<b>125</b>	PMR4 Metrics	13-Dec-01	14-Feb-02
<b>Closed</b>				

BellSouth incorrectly includes multiple instances of the same Service Order Number in NODS for the "Provisioning: Average Completion Notice Interval (ACNI)" Service Quality Measurement (SQM) for June 2001 data.

**Current issue:**

No further action is required.

<i>Exception</i>	<i>126</i>	<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Closed</b>		TVV2	Order Management	20-Dec-01	17-Jan-02
KPMG Consulting has not received timely mechanized rejects and auto-clarifications from BellSouth's Electronic Data Interchange (EDI) interface.					
<u><b>Current issue:</b></u> No further action is required.					
<b>Closed</b>		TVV2	Order Management	20-Dec-01	14-Feb-02
KPMG Consulting was unable to transmit pre-orders through the Local Exchange Navigation System.					
<u><b>Current issue:</b></u> No further action required.					
<b>Open</b>		PPR5	Relationship Management Infrastructure	20-Dec-01	07-Feb-02
BellSouth does not support Pre-Order testing in the CLEC Application Verification Environment (CAVE).					
<u><b>Current issue:</b></u> KPMG Consulting is conducting CLEC interviews and analysis and is awaiting further information from BellSouth.					
<b>Open</b>		TVV1	Order Management	09-Jan-02	11-Jan-02
KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth's Local Exchange Navigation System (LENS) interface.					
<u><b>Current issue:</b></u> Retest activities are underway.					
<b>Open</b>		TVV4	Repair, Provisioning & Maintenance	09-Jan-02	25-Mar-02
BellSouth's systems or representatives did not consistently provision service in a timely manner for orders submitted by KPMG Consulting (TVV4). This Exception was originally issued as Observation 141.					
<u><b>Current issue:</b></u> KPMG Consulting released 2ND Amended Exception 130 and is preparing Central Office visits for the first two weeks in April.					

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception 131</b>	TVV1	Order Management		09-Jan-02	15-Jan-02
<b>Open</b>					
KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface.					
<b><u>Current issue:</u></b>					
Retest activities are underway.					
<b>Exception 132</b>	PMR5	Metrics		09-Jan-02	21-Mar-02
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Ordering: Local Number Portability (LNP) - Firm Order Confirmation (FOC) Timeliness Interval Distribution & Firm Order Confirmation Average Interval" Service Quality Measurement (SQM) report for the CLEC Aggregate (July 2001).					
<b><u>Current issue:</u></b>					
No further action is required.					
<b>Exception 133</b>	TVV1	Order Management		09-Jan-02	28-Feb-02
<b>Closed</b>					
KPMG Consulting has not received timely fully mechanized Firm Order Confirmations (FOCs) from BellSouth's Robust Telecommunications Access Gateway (ROBOTAG) interface.					
<b><u>Current issue:</u></b>					
No further action is required.					
<b>Exception 134</b>	TVV1	Order Management		09-Jan-02	17-Apr-02
<b>Closed</b>					
KPMG Consulting has not received timely partially mechanized Rejects from BellSouth's Robust Telecommunications Access Gateway (ROBOTAG) interface.					
<b><u>Current issue:</u></b>					
No further action is required.					
<b>Exception 135</b>	PMR5	Metrics		16-Jan-02	11-Apr-02
<b>Open</b>					
KPMG Consulting cannot replicate the values in the "Provisioning: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).					
<b><u>Current issue:</u></b>					
KPMG Consulting is currently reviewing the BellSouth Second Amended Response to this exception.					

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception</b>	<b>136</b>	TVV3	Order Management	24-Jan-02	29-Apr-02
<b>Open</b>					
KPMG Consulting did not receive flow through Firm Order Confirmations (FOC) on Unbundled Network Element (UNE) Local Service Requests (LSR) submitted electronically via the mechanized ordering process.					
<b><u>Current issue:</u></b>					
KPMG Consulting is currently awaiting the BellSouth Response to the amended					
<b>Exception</b>	<b>137</b>	TVV2	Order Management	24-Jan-02	14-Feb-02
<b>Closed</b>					
KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Electronic Data Interchange (EDI) interface.					
<b><u>Current issue:</u></b>					
No further action is required.					
<b>Exception</b>	<b>138</b>	TVV11	Billing	24-Jan-02	28-Jan-02
<b>Open</b>					
Unbundled Network Element (UNE) billing invoices received from BellSouth fail to reflect credits associated with reduced rates from the amended Interconnection Agreement (IA) between the KPMG Consulting Competitive Local Exchange Carrier (CLEC) KKS and BellSouth.					
<b><u>Current issue:</u></b>					
KPMG Consulting will retest on 03/39/02 when billing rates are effective.					
<b>Exception</b>	<b>139</b>	TVV4	Repair, Provisioning & Maintenance	24-Jan-02	19-Mar-02
<b>Open</b>					
BellSouth's Line Loss Report does not provide enough detail for Competitive Local Exchange Carriers (CLECs) to properly identify account activity.					
<b><u>Current issue:</u></b>					
KPMG Consulting is waiting for revised line loss candidate criteria and will be					
<b>Exception</b>	<b>140</b>	TVV1	Order Management	31-Jan-02	10-Apr-02
<b>Closed</b>					
KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth's Telecommunication Access Gateway (TAG) interface.					
<b><u>Current issue:</u></b>					
No further action is required.					

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception 141</b>	TVV1	Order Management		31-Jan-02	06-Mar-02
<b>Closed</b>					
KPMG Consulting has not received timely partially mechanized Rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception 142</b>	TVV1	Order Management		31-Jan-02	06-Mar-02
<b>Closed</b>					
KPMG Consulting has not received timely mechanized Rejects from BellSouth's Telecommunications Access Gateway (TAG) interface.					
<u><b>Current issue:</b></u>					
No further action is required.					
<b>Exception 143</b>	PMR4	Metrics		07-Feb-02	29-Mar-02
<b>Open</b>					
BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Percent Rejected Service Requests (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.					
<u><b>Current issue:</b></u>					
KPMG Consulting is currently monitoring the issues identified in this exception and will integrate retesting into the transition to PMAP 4.0 process.					
<b>Exception 144</b>	PMR4	Metrics		07-Feb-02	29-Mar-02
<b>Open</b>					
BellSouth incorrectly excludes data between the BARNEY Snapshots and NODS stages of the PMAP process for non-mechanized orders that go into the calculation of the "Ordering: Reject Interval (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.					
<u><b>Current issue:</b></u>					
KPMG Consulting is currently monitoring the issues identified in this exception and will integrate retesting into the transition to PMAP 4.0 process.					
<b>Exception 145</b>	PMR4	Metrics		07-Feb-02	29-Mar-02
<b>Open</b>					
BellSouth incorrectly excludes data between BARNEY Snapshots and NODS stages of the PMAP process that go into the calculation of the non-mechanized orders for the "Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks)" Service Quality Measurement (SQM) for June 2001 data.					
<u><b>Current issue:</b></u>					
KPMG Consulting is currently monitoring the issues identified in this exception and will integrate retesting into the transition to PMAP 4.0 process.					

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception 146</b>	PMR5	Metrics		14-Feb-02	06-Mar-02
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Percent Repeat Troubles Within 30 Days" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).					
<b>Current issue:</b>					
No further action is required.					
<b>Exception 147</b>	PMR5	Metrics		14-Feb-02	06-Mar-02
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the "Maintenance & Repair: Maintenance Average Duration" Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001).					
<b>Current issue:</b>					
No further action is required.					
<b>Exception 148</b>	PPR2	Relationship Management Infrastructure		14-Feb-02	11-Apr-02
<b>Closed</b>					
The Account Establishment and Management Process does not have defined processes or documentation related to certain ordering scenarios.					
<b>Current issue:</b>					
No further action is required.					
<b>Exception 149</b>	TVV10	Billing		14-Feb-02	27-Mar-02
<b>Closed</b>					
BellSouth failed to deliver Daily Usage File (DUF) records following the completion of a change order, resulting in the receipt of only 88%1 of expected DUF records.					
<b>Current issue:</b>					
No further action is required.					
<b>Exception 150</b>	PMR4	Metrics		20-Feb-02	27-Mar-02
<b>Closed</b>					
BellSouth incorrectly includes multiple instances of the same order in NODS for the Ordering: Firm Order Confirmation (FOC) Timeliness (Non-Trunks) Service Quality Measurement (SQM) for September 2001 data.					
<b>Current issue:</b>					
No further action is required.					

		<i>Test and Domain</i>		<i>Date of First Call</i>	<i>Latest activity</i>
<b>Exception</b>	<b>151</b>	PMR5	Metrics	28-Feb-02	22-Feb-02
<b>Open</b>					
KPMG Consulting cannot replicate the values in the Provisioning: % Completions/Attempts without Notice or <24 Hours Notice Service Quality Measurement (SQM) report for the CLEC Aggregate (August 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM. This exception was originally issued as Observation 139.					
<b><u>Current issue:</u></b>					
KPMG Consulting is waiting for February 2002 data.					
<b>Exception</b>	<b>152</b>	PMR5	Metrics	28-Feb-02	23-Apr-02
<b>Open</b>					
KPMG Consulting cannot replicate the values in the Provisioning: Local Number Portability (LNP) - Percent Missed Installation Appointments Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). This exception was originally issued as Observation 125.					
<b><u>Current issue:</u></b>					
KPMG Consulting is currently awaiting the BellSouth Response to the amended					
<b>Exception</b>	<b>153</b>	PMR5	Metrics	28-Feb-02	03-May-02
<b>Open</b>					
KPMG Consulting cannot replicate the values in the Provisioning: Local Number Portability (LNP) Total Service Order Cycle Time Service Quality Measurement (SQM) report for the CLEC Aggregate (May 2001). KPMG Consulting found that BellSouth's instructions in the Raw Data User Manual (RDUM) are insufficient for calculating the metrics values for this SQM. This exception was originally issued as Observation 113.					
<b><u>Current issue:</u></b>					
KPMG Consulting is currently awaiting a BellSouth Response to the amended					
<b>Exception</b>	<b>154</b>	PMR5	Metrics	28-Feb-02	10-Apr-02
<b>Closed</b>					
KPMG Consulting cannot replicate the values in the Provisioning: Coordinated Customer Conversions Interval Service Quality Measurement (SQM) report for the Competitive Local Exchange Carrier (CLEC) Aggregate (August 2001). This exception was originally issued as Observation 142.					
<b><u>Current issue:</u></b>					
No further action is required.					
<b>Exception</b>	<b>155</b>	PPR1	Relationship Management Infrastructure	28-Feb-02	11-Apr-02
<b>Open</b>					
BellSouth fails to provide the Business Rules and user requirements for Minor releases in accordance with the intervals defined in the Change Control Process . This exception was originally issued as Observation 154.					
<b><u>Current issue:</u></b>					
KPMG Consulting is currently retesting.					

<i><b>Exception</b></i>	<i><b>156</b></i>	<i><b>Test and Domain</b></i>	<i><b>Date of First Call</b></i>	<i><b>Latest activity</b></i>
<b>Open</b>		TVV4 Repair, Provisioning & Maintenance	28-Feb-02	24-Apr-02
BellSouth failed to properly establish and test Line Class Codes (LCCs), which were requested by KPMG Consulting for Operator Services/Directory Assistance (OS/DA) services. This Exception was originally issued as Observation 152.				
<u><b>Current issue:</b></u> KPMG Consulting is planning a retest. Central Office visits are scheduled for the first two weeks in April.				
<b>Exception</b>	<b>157</b>	PPR5 Relationship Management Infrastructure	14-Mar-02	29-Mar-02
<b>Open</b>				
BellSouth fails to follow its software testing and quality processes.				
<u><b>Current issue:</b></u> KPMG Consulting is currently reviewing the BellSouth Amended Response to this exception.				
<b>Exception</b>	<b>158</b>	TVV4 Repair, Provisioning & Maintenance	14-Mar-02	20-Mar-02
<b>Open</b>				
BellSouth's CLEC Line Loss Report does not update in a timely manner.				
<u><b>Current issue:</b></u> KPMG Consulting is currently reviewing the BellSouth Response to this exception.				
<b>Exception</b>	<b>159</b>	TVV10 Billing	28-Mar-02	28-Mar-02
<b>Open</b>				
BellSouth failed to deliver at least 95% of Daily Usage File (DUF) records within six calendar days following the date the calls were placed.				
<u><b>Current issue:</b></u> KPMG Consulting is currently reviewing the BellSouth Response to this exception and will conduct a retest.				
<b>Exception</b>	<b>160</b>	TVV2 Order Management	25-Apr-02	25-Apr-02
<b>Open</b>				
KPMG Consulting has experienced system degradation while processing Local Service Requests (LSRs) via the Local Exchange Navigation System (LENS) interface.				
<u><b>Current issue:</b></u> KPMG Consulting is currently reviewing the BellSouth Response to this exception.				



<i><b>Exception</b></i>	<i><b>Test and Domain</b></i>	<i><b>Date of First Call</b></i>	<i><b>Latest activity</b></i>
<b>161</b>	TVV1    Order Management	24-Apr-02	03-May-02

**Open**  
KPMG Consulting has not received timely Non-Mechanized rejects from BellSouth.

**Current issue:**  
KPMG Consulting is currently reviewing the BellSouth Response to this exception.

<b>Exception    162</b>	TVV1    Order Management	01-May-02	01-May-02
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**Open**  
BellSouth ordering documents do not provide adequate instructions for submitting orders for Centrex® service.

**Current issue:**  
KPMG Consulting is currently awaiting the BellSouth Response to this exception.